**Maheswararao.Diyya**

***Service Now Developer***

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**Professional Summary**

* **4.2** years of experience as a Service-Now suite developer and administrator. Excelled in analysis, design, deployment and testing.
* Leveraging knowledge and experience to deliver end-to-end methodologies within Service Now,
* Includes technical implementation of IT Infrastructure Library (ITIL) processes, organizing and prioritizing.
* Development effort, interfacing with vendors and management, and coordinating effort of administrators.
* Good experience in developing workflows and in customizing the applications in Service Now using java script.
* Experience in creating the custom Applications, Modules in Service Now as per the requirements.
* Experience in working on the ITIL Process Configuration like Incident and Problem Management, Change management.
* Experience on various Service Now customizations as per client's requirement.
* Experience on the implementation and maintenance of Business Rules, Client Scripts and UI Policies.
* Experience in configuring the SLAs for various ITIL processes as per the client requirements.
* Experience in working with the workflows using Service Now workflow editor.
* Expertise on defining workflows in Service Catalog items, Approvals and Dynamic tasks in Service Now.
* Constructed new applications and modules, created new client scripts, Business Rules and UI policies.
* Make client-side changes in Service-Now.
* Experience in working with UI Actions, UI Policies and Data Policies in Service Now

**Software Skills**

* **ITSM Tools  : Service Now**
* **Programming Languages : Java, HTML, XML, JavaScript**
* **Operating Systems : Windows XP, 2000/2003/2008.**
* **Markup Languages : XML and HTML**

**Employment History: -**

***Agilite Group Technologies Pvt Ltd:* 21-03-2022 to till date**

**Project Name : Clark Constructions (ServiceNow Implementation)**

**Client : Clark Constructions (USA)**

**Roles and Responsibilities:**

**ROLES AND RESPONSIBILITIES**

* Developed and implemented several modules in custom applications.
* Implemented Incident, Problem, Change
* Core strength in scripting in Java Script for product development.
* Involved in implementing and Configuring end-to-end Service Catalog, creation of new record producers, designing new pages.
* Client scripts, UI policies, UI actions and Business rules.
* Experience on various ServiceNow customizations as per client's requirement.
* Experience on maintenance of Business Rules, Client Scripts and UI Policies.
* Experience in configuring the SLAs for various ITIL processes as per the client requirements.
* Experience in working with the workflows using ServiceNow workflow editor.
* Expertise on defining workflows in Service Catalog items, Approvals and Dynamic tasks in ServiceNow.
* Full customization of Reports, Email Notification and Inbound Email Notifications.
* Designed various Workflows for Change Management.
* Customization of table forms using UI Policies, Client Scripts and UI actions.
* Creation of assignment Rules and Approval rules.
* Designed various home pages for Admin, ITIL users, etc.
* Managing Service Now data using scheduled imports and exports and transform maps.
* Manage Data with Import Set and Update Set.
* Create and Apply Update Sets.
* Created GROUPS for set of users and used them for approval, assignment, receiving notifications.
* I have a basic knowledge on CMDB.
* I have worked on Azure data factory integration. And I have worked on Azure data bricks integration.

***Allianz Technologies (through vendor)* 02-01-2018 to 15-03-2022**

**Project Name : Steris Corporation (ServiceNow Implementation)**

**Client : Allianz Technologies (Pune)**

**Roles & Responsibilities:**

* OOB POC/RFP/RFI Development on ServiceNow platform.
* Implementation / Customization of workflow based on business requirement.
* Configuration/ Development of Service portal, Virtual Agent Application Studio, Mobile Applications, creating Reports and Dashboards.
* Table administration and mapping, Data mapping with different types of data sources, ODBC server establishment with ServiceNow.
* Cloning and Upgrade of instance.
* Experience in debugging and optimizing the performance of Client Scripts, Catalog Client Scripts, UI scripts and UI Policies.
* Responding to client questioners for POC/RFP/RFI.
* Inbound Email – Case creation upon email.
* Data modelling and creating ACL for custom tables,
* Expertise on creation of workflows for Service Catalog items in ServiceNow.

**Academic Proficiency*.***

Completed Master’s degree in 2014 from ISBM- Specialized in Human Resources

Completed bachelor’s degree in 2012 from JNTU-H- Specialized in CSE.