SIVA SANKAR

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Job Objective:

A Certified ServiceNow, competent professional with around 5+ years of experience in ServiceNow working with different modules such as Integrations, (ITSM) Incident Management, Problem Management, Change Management, Service Catalogs and Custom Application Development.

Professional summary:

Integrations and ITSM Modules (Incident, Problem, Change, Knowledge and Service Catalogs):

- ServiceNow Certified System Administrator.
- Creating custom Tables, Fields and configuring Access Controls over them.
- Experience in Developing, configuring and creating scripts like Business Rules, Script Includes, UI Policies, Catalog Client Scripts and Client Scripts, etc.
- Knowledge in using Glide Scripting for creating UI Action and business rules.
- Configuring Transform Maps, Import Sets, Update sets and SLAs.
- Expertise in creating and maintaining Access Control Rules for securing and providing the right access to right person/role.
- Experience in Enhancing the Service-Now functionality by customized JavaScript code to support the new business needs.
- Creation of new service catalogs, order guides, record producers, variable sets and modifying the existing ones as per the new requirement.
- Experience in creating new Workflows and modifying the existing workflows according to new requirements in an efficient manner.
- Users, Groups & Roles Administration. Merging the roles into other roles, maintaining the instance so that all the applications are available to respective users.
- Good knowledge and experience on Initial Diagnosis of Incidents, Escalation of Incidents, Investigation, Diagnosis of Incidents, Recovery and Resolution of Incidents.
- Progressive expertise in design, configuration, development, testing and Implementation of IT Service Management.
- Migration of development changes is being done using update sets.
- Responsible for administering the Service-now Instances and Clone Scheduling Process
- Excellent Written and Verbal Skills; Results oriented and Self-Starter looking for challenges; Ability to rapidly learn and apply new technologies and improve processes; Self-motivated and results-oriented with solid work ethic.
- Extensively worked with REST GET and POST using basic HTTP Authentication like NewRelix, B2B, iTracs and Splunk.

Core Competencies:

ITSM Modules	Service Catalogs and Workflows
Client Scripts and UI Policies	Business Rules and Script Includes
ACLs and SLAs	Email Notifications
Views and Reports	Integration

Professional Experience:

April 2022 – April 2024
Project – Ingram Micro Internal
Role: ServiceNow Support & Development

Responsibilities:
- Worked as a Developer along with a 7-member development team.
- Developed new service catalogs and workflows.
- Worked with Incident Management application, Change Management applications in escalating issues, resolving, monitoring, and reporting.
- Mentoring and training new team members on their assignments and gave training on ServiceNow development and support activities.
- Interacting with end users to get the requirement and checking the feasibility on ServiceNow and deploying the same.
- Worked on Service Catalogs, workflows, Business Rules, Client scripts, UI Policies, Script Includes, ACLs and SLAs.
- Worked on Forms, Data loading, Transform maps and Update sets.
- Worked on developing Reports and Dashboards.
- Customization and configuration of Service requests, Incident management and Change management.
- Interaction with functional/process owners over teams/Skype calls to understand the business processes and new requirements.
- Deployed the changes to Test/Production instances using Update Sets.
- Providing support during the UAT process and postproduction deployment.
- Worked with REST GET and POST using basic HTTP Authentication.

December 2018 – April 2022
Project: IMServe
Role: ServiceNow Support & Development

Responsibilities:
- Perform day to day administration of Service-Now in Development, Test and Production environments to maintain business services and configuration item relationships in Service-Now.
- Escalate high severity incidents to the Incident Managers and provide initial analysis or resolution reports to the client and higher management. Developed custom applications for Service Management using the Service-Now platform.

- Worked with Incident Management application, Problem Management, Change Management applications in escalating issues, logging, resolving, monitoring, and reporting.
- Defined users, groups and roles and providing accessing permissions.
- Created Groups for set of users and used them for approval, assignment, receiving notifications.
- Knowledge Transfer to support employees.
- Prepared technical documentation for various issues.
- Ensuring post-review of priority 1 incidents.
- Experience in defect tracking and defect reporting.
- Chairing the incident and problem review meetings.
- Root Cause Analysis for the incidents and interruptions in process flow and applying fix for the same within the SLA duration.
- Customization and configuration of Service requests, Incident management and Change management.
- Involved in development for the various modules using Business rules, Client scripts, UI Polices, Script Includes.
- Interaction with functional/process owners over teams/skype calls to understand the business processes and new requirements.
- Deploying the developed changes to Test/Production instances using Update Sets.

Professional Certifications:

- Certified system Administrator.
- Scripting in ServiceNow Fundamentals.

Education Qualifications:

- Completed M. Tech with from JNTU Anantapur in the year 2017.
- Completed B. Tech with from JNTU Anantapur in the year 2015.

Personal Details:

Date of Birth   :   14-03-1994
Marital status   :   Single
Nationality   :   Indian
Permanent Address   :   Rajampet, Andhra Pradesh

Declaration:

I hereby declare that statements made in the above are true complete and correct to the best of my knowledge and belief.

Date:
Place: Chennai   (**Siva Sankar**)