Balakrishna Reddy

**Service Now Developer  
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**Professional Summary**

* An experienced professional with 6.5 years of Information Technology experience in development of software applications, Analysis, Design, Development, Testing and Deployment in **ITSM, ITOM,Integrations ,CMDB.**
* **3.5**years of experience as a Service-Now developer and 3 years in admin cum support project.
* 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.
* In-depth knowledge of the Service Now Implementation of Change Management, Incident Management, Problem Management,Service Request Management, Service Level Management(SLA),Automated Test Framework(ATF),Performance analytics, Reports.
* 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 to
* 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,CSS**
* **Operating Systems : Windows XP, 2000/2003/2008.**
* **Markup Languages : XML and HTML**
* **Certifications-**

**CSA-Certified system Administrator.**

**Micro Certification-Flow Designer  
Micro Certification-Integration Hub**

**Micro Certification-ATF  
Micro Certification-Configure CDMB**

* **Educational Qualifications**

I obtained a Master of Technology from JNTU Hyderabad in the year 2016.

* **Employment History**

6.5 years overall IT Experience & In that worked on Service Now for 3.5 years dedicatedly as ServiceNow developer at Genpact india pvt ltd .

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| **ORGANISATION** | **DESIGNATION** | **FROM** | **TO** |
| TRIADSS TECH SOLUTIONS PT LTD | ADMIN | 21-06-2016 | 02-02-2017 |
| TRITECH SOFTWARE PVT LTD | SENOIR ADMINSTARTOR | 01-03-2017 | 30-11-2020 |
| Stratosphere IT Services Pvt. Ltd | SERVICENOW DEVELOPER | 01-02-2021 | 02-09-2021 |
| GENPACT INDIA PVT LTD | CONSULTANT | 03-12-2021 | 24-05-2023 |

**Project #5**

**Project Name** **: TSC (ServiceNow Support development & Support)**

**Client** **: TSC**

**Duration** **: jan-2023 to 24-05-2023**

**Team Size** **: 16**

**Roles & Responsibilities:**

* Participated in weekly client calls to explain production support activities based upon documented support procedures.
* Driven the continuous improvements of our implementation methodology and service offerings based on client experiences.
* Advised on options, risk and impacts on business processes and technical solutions.
* Communicated technical problems and solutions to both technical and non-technical audiences.
* Experience in development of custom modules.
* Worked on Catalog item implementations.
* Functional knowledge on ServiceNow Configuration, Incident, Change, Problem and Service Catalog Management and Email notification and Email Templates, schedule jobs and order guide, record producer ,Service Portal, workflows, Slas, Update sets, Importset,Ui policies and Ui actions and business Rules.
* Service now implementation experience in ITSM modules
* Creating and Updating Service Catalog items
* **Project #4**
* **Project Name : Learfield IMG collage (ServiceNow development)**
* **Client : Learfield IMG**
* **Duration : Sep-2021 to Sep-2022**
* **Team Size : 12**
* **Roles & Responsibilities:**
* Worked on Integration with third party tool SAP and ServiceNow.
* Understanding the business requirements and convert them into functional solutions within ServiceNow using mentioned ServiceNow skillset.
* Worked on Integration with ServiceNow to ServiceNow Integration
* Worked on Client side scripting, Server scripting.
* Took ownership of tasks which are assigned from multiple clients and provide solutions to them within stipulated time.
* Document all the changes and attach them to scrum stories.
* Worked on creating service catalog items and workflows and flow designers specific to business requirement.
* Used Agile methodology by having a status call with the client as well as with team.
* Worked on client scripts, business rule, Ui actions, notifications, inbound actions.
* Loaded data into different classes with help of transform maps and created identification rules and reconciliation rules and configured CMDB health dashboard.
* **Project #3**
* **Project Name : Mars (ServiceNow Support)**
* **Client : Mars (Russian)**
* **Duration : Feb-2021 to Sep-2021**
* **Team Size : 8**
* **Roles & Responsibilities:**
* Worked on **itom.**
* Created record producers, Service Catalogs, Order Guides.
* Migration of development changes is being done using update sets.
* Created notifications based on user requirements and configured inbound email actions to create incidents or requests.
* Moving data in and out of an instance using import sets and transform maps and auto import of data into service now.
* Configuring Incident, Change and Problem as per the Requirements.
* Performs core configuration tasks including Business rules and client scripts
* Manages data with Tables, Database operations, the CMDB, Import Sets, and Update Sets.
* Manages users, groups and roles and functionality implementation.
* Building of Notifications and scripts
* **Project #2**
* **Project Name : Mizuho bank (ServiceNow Implementation)**
* **Client : Mizuho bank**
* **Duration : march 2017 to Nov-2020**
* **Team Size : 4**
* **Roles & Responsibilities:**
* Involved in gathering the requirements, documenting the requirements and get those signed off from client and parallel working on implementing the solution technically.

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* My responsibilities included taking policies and procedures through the entire lifecycle, from draft to retirement, and coordinating acknowledgment campaigns for policies/procedures.
* Additionally, I created reports and integrated them into dashboards to showcase information about Policies/Procedures, Entities, and Controls.
* Following the Agile methodology by call with scrum master as well as with team members for the new enhancements in the project.
* Working on the Custom modules like SCM, MDM, Finance, ITSM major modules like incident, change, request and tasks
* Provided consultation to the client for complex business problems facing by the client.
* Revamped the Service Portal and make portal more user friendly. Working independently on Service Portal area for developing widgets. Customized the portal based on all custom departments.
* Worked on ServiceNow notifications, inbound actions, notification scripts in this project.
* Also working on HR Modules like developing the record producers, catalog items and order guides and creating the workflows as per the client requirement in different scopes.
* Created multiple templates for the HR support team using document builder a custom module in the project.
* Working on service portal named ‘connect’ which is used by the employees and management.
* Creation of roles and groups
* Creation of the CI’s using import sets and transform maps
* Working on Knowledge management, change management and HR module.Having knowledge on Customer service management (csm) .
* **Project #1**
* **Project Name : Nike(ServiceNow Implementation)**
* **Client : ZS Associates (Pune)**
* **Duration : july 2016 to Feb 2017**
* **Team Size : 6**
* **Responsibilities:**

**OLES AND RESPONSIBILITIES**

* Involved in implementing and Configuring end-to-end Service Catalog, creation of new record producers, designing new pages.
* Worked on Integration with ServiceNow to Teams.
* 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.
* Developed and implemented several modules in custom applications.
* Implemented Incident, Problem, Change
* Core strength in scripting in Java Script for product development.
* 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.
* **Declaration:**

I hereby declare that the above-mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above-mentioned.

**(B.KRISHNA)**