# **SERVICENOW DEVELOPER**

**Gousia Syed** **Mobile :** +91-7569392136

# **Email ID :** syedgs997@gmail.com

|  |
| --- |
| **PROFESSIONAL SYNOPSIS** |

# 

* **4.5 Years of experience** as a ServiceNow Developer & Administrator with End-to-End IT Service Management, Development, Implementations, Upgrades, Integrations, Technical & Solution Design, Consulting &Support.
* Extensive knowledge and experience in implementation and Administration of **Service-Now** by mapping ITSM processes and workflow designs with best practices.
* Worked on all modules of ITIL- Service Desk, **Service Catalog, Incident, Request, configuration, Problem, Change** Management, **Knowledge** management streamlining the business requirements with ITIL V3 standards.
* Involved in modification of **workflows**, **business rules**, UI actions, **UI policies**, ACLs, dictionary, catalog items & updates.
* Experience in Integration of Monitoring Solutions, Automation Tools with ITSM systems.
* Ability to handle IT Infrastructure Projects based on ITIL process.
* Strong Techno-Functional skills and decision-making ability to provide concrete solutions.
* Experience in Requirements Definition, Design, Analysis, Development of Technical specifications, Custom Reports, Implementations, Integrations, Process Documentation, Tools Documentation, Testing and Post-Production Support.
* Have effectively participated in project activities such as managing team, requirement gathering and analysis, designing and development, testing, resolving support issues/problems, and preparing documents.
* Knowledge on creation of **workflows** for Service Catalog items in Service Now.
* Knowledge on UI actions, UI Policies and Data Policies
* Developing of the Catalog Items and maintaining the Record Producers.
* Mapping Record Producer Fields to the Database table record.
* Taking care of all Changes Sign-off from the Requestor before moving to production.
* Worked on **Email notifications** (outbound & inbound).
* Monitored and performed service Now admin activities which involves group, user & administrator.
* Maintaining process integrity and delivering continuous process improvement.
* Worked on customizing user interface including forms, lists and created record producers for Incident and change management.
* Experience on creation of Catalog items, record producers, order guide.
* Working on creation and customization of complex workflows and custom workflow activities.

|  |
| --- |
| **ACEDAMIC QUALIFICATIONS** |

# 

# **MTech – Embedded Systems** 2013 - JNTU University, Anantapur.

|  |
| --- |
| **TECHNICAL SKILLS** |

# Tools :  Service Now, Service Catalogs, ITSM, CSM, Portals.

# Languages : HTML, JavaScript, XML, CSS,

# Data Base     :  Oracle, MySQL ,SQL Server

|  |
| --- |
| **WORK HISTORY** |

* Working in **Unisys** Bengaluru, From July 2022 to July 2024.
* Worked in **Cognizant** Bengaluru, From Jan 2020 to June 2022.

**Certifications**

* **ServiceNow Certified System Administrator -CSA**
* **Micro Certification : Flow Designer**

|  |
| --- |
| **PROJECTS INFORMATION** |

**Project #1**

Client: Omnicom

Duration : July 2022 – July 2024

* Created various catalog items, record producers and Order guides for onboarding using variables, variable sets, catalog client scripts and catalog UI policies
* Creation and customization of complex workflows and custom workflow activities.
* Worked with transform maps, data sources and different transform scripts for data loads and management.
* Worked with schedule jobs, events and triggers to manage business needs and handle background work.
* Web service integration (inbound and outbound) with third party application.
* Service Catalog and Request Workflow Design and Configuration.
* Created various workflows for Incident Management, Change Management, Service Requests and SLA's.
* Manage users, groups and roles. Manage data with Tables, the CMDB, Import Sets, and Update Sets.
* Performs migration activities Dev to QA, QA to Prod Investigate performance issues, and use system logs to find issues.
* Coordinate Service Catalog options, including two-step checkout, cart controls, and variables.
* Involved in solution design, development and deployment of various modules with the Service Now platform
* Design and implement new functionality using Business Rules, Client Scripts, UI Policies, UI Scripts, UI Actions, UI Pages, Script Includes, and Access Control Lists, email notifications, inbound actions, reports, home pages, creation of catalog items, wizards, record producers.
* Writing Catalog client scripts and UI policies to make client-side changes.

**Project #2**

Client: UnifySquare

Duration : July 2022 – July 2024

* Involved in CSM module, Creation of Accounts , customer contacts for b2b services, Case management.
* Implemented/Customized Incident Management, Problem Management, Change management, end-to-end Service Catalog as per business requirement and Service Portal.
* Worked on creating service catalog items and workflows specific to business requirement.
* Worked on loading the data into Service-Now using import sets.
* Involved in customizing the forms for the Incident, Change and Problem Management .
* Implement Service-Now customization including, but not limited to, Client Scripts, UI policies, Script includes, Business Rules, workflow administration, and data imports and exports.
* 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.
* Creation and customization of complex workflows and custom workflow activities.
* Integration: Involved integrating service now with power suite using JWT.
* Also done Case to INC integration using Service Bridge.

**Project #3**

Client: Siemens

Duration : FEB 2020 – June 2022

One of the world’s largest producers of energy-efficient, resource-saving technologies and focusing on the areas of electrification, automation and digitalization.

* Involved in solution design, development and deployment of various modules with the Service Now platform
* Design and implement new functionality using Business Rules, Client Scripts, UI Policies, UI Scripts, UI Actions, UI Pages, Script Includes, and Access Control Lists, email notifications, inbound actions, reports, home pages, creation of catalog items, wizards, record producers.
* Writing Catalog client scripts and UI policies to make client-side changes
* Created various catalog items, record producers and Order guides for onboarding using variables, variable sets, catalog client scripts and catalog UI policies
* Creation and customization of complex workflows and custom workflow activities.
* Worked with transform maps, data sources and different transform scripts for data loads and management.
* Worked with schedule jobs, events and triggers to manage business needs and handle background work.
* Web service integration (inbound and outbound) with third party application.
* Service Catalog and Request Workflow Design and Configuration.
* Created various workflows for Incident Management, Change Management, Service Requests and SLA's.
* Manage users, groups and roles. Manage data with Tables, the CMDB, Import Sets, and Update Sets.
* Performs migration activities Dev to QA, QA to Prod Investigate performance issues, and use system logs to find issues.
* Coordinate Service Catalog options, including two-step checkout, cart controls, and variables
* Attach Knowledge Base article to a related incident
* Update access rules in access rules file
* Creating roles, groups. Creating a user and associate to an appropriate group
* Experience in integration with other external modules
* Enabled plug-ins, REST API integrations, SOAP messaging and web service integrations
* Worked on e-Mail Configurations and SLA Configurations
* Run bulk upload of users associated to the concerned groups
* Providing customer service in an efficient manner and handling customer queries and solving problems
* Developed Reports and Dashboards (including incident management related to major incidents)
* Define standard metrics for daily, weekly and monthly reporting at team level.

**Project #4**

Clients : IBM.

Duration : Jan 2020 – June 2022

Environment: ServiceNow Service Catalogs, ITSM Incident, change and problem Management Service now ITSM.

Roles and Responsibilities:

* Implemented Incident, Problem and Service Request application in Service Now tool.
* Designing new Workflows and modifying the existing workflows according to new requirements.
* Design a module workflow in service- now based on the process give customer.
* Worked in Order guides, Record producers in Service catalogs.
* Worked on configuring Survey templates to be sent out to the incident / Service Catalog callers.
* Used Notifications to send communication from the system.
* Gathering requirement from Client and do the Configuration of New fields.
* Based on defect, customization of BR, Client Script and workflow.
* Participation in Planning & Prepare stage of Service Now Methodologies.
* Analysis of requirement to fit in the tool landscape and provided the solution.
* Client scripts, Businesses Rules, UI Policies, Access Controls, Workflows and UI Actions are created to provide validations, to limit access, for approval process and buttons.
* Unit & User acceptance test cases creation, validation & support.
* Documenting requirements, technical specifications, unit and integration test cases to ensure deliverables meet the requirements
* Analyzing, developing and testing enhancements/defects, gathering business and technical requirements.
* Attending Status calls / meetings and reporting daily status.
* Get the required Sign offs and pass the tollgates at applicable stages of the project
* Customizing the forms and implementing the business logic using Business Rules, Client Scripts, UI Policy, schedule jobs, background scripts etc., Implemented Inbound Email actions, Implemented schedule notifications jobs.
* Created Complex Reports as per requirements from IT managers.
* Maintained the Configuration Items and modified the forms and form Sections.
* Worked in an Agile environment and implemented the changes required by the business owners on a regular basis.

**(Gousia Syed)**