**­­­­ Kareem Basha. Shaik Email:** [**shaik.kareem0245@gmail.com**](mailto:shaik.kareem0245@gmail.com)

**Mobile: +91 9177492290**

**Summary**

* IT professional with 4 years of experience in **Service Now Developer and Jira Admin.**
* Having good knowledge on **ITIL** concepts and strong experience on implementing **ITSM** platform Service Now.
* Jira- ServiceNow Bi-Integration.
* Working on Experience **Incident Management, Change Management, Service Catalogs, KB.**
* Experience working with **email notifications, inbound actions, reports.**
* Good overall knowledge of the technical implementation and support of following.
* Working on **Service Catalog, Create Workflows, Update sets and Reporting**.
* Designing **SLAs, Configuration of Email Notifications.**
* Perform creation of application modules, tables, forms and usage of personalize form **dictionary, UI policies, script Include, business rules, client scripts.**
* Expert in Atlassian Administration, Configuration of Jira, Confluence and Crowd in Windows, Atlassian Cloud Environment
* Migration from **Jira server to Jira Cloud**.
* Created complex JIRA workflows including project workflows, field configurations, screen schemes, permission schemes and notification schemes in JIRA.

**Technical Skills:**

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| Primary Skills | ServiceNow, Jira |
| Languages | JAVASCRIPT , HTML,CSS,JQL |
| Operating Systems | Windows XP,Windows\_7,Windows\_8, Windows\_10 |

**Work Experience:**

* Worked as a ASSOCIATE for **Crown Solutions (TCS)** Hyderabad from Jan’17 to July’18 date.
* Worked as a SOFTWARE ENGINEER for **Tech Mahindra**, Hyderabad from Aug’18 to July 2019.
* Working as a SOFTWARE ENGINEER at **UST Global** from May 2020 to till date.

**Educational Summary:**

B.Tech (Electrical and Electronic Engineering) from PottiSriramulu College of Engg and Techand **JNTUK.**

**Project Details: #1**

**Client : Yeshiva University**

**Role : ServiceNow Developer**

**Roles and Responsibilities:**

* Working on ServiceNow Incident Module and Change Module.
* Involved in implementing end-to-end Service Catalog, creation of variable sets, designing new pages and reports.
* Working on knowledge base and Articles importing.
* Designing SLAs, Configuration of Email Notifications and Inbound Email actions.
* Service Catalog creations define Catalog policy and workflow development.
* Designed various Home pages for Admin, ITIL users, etc.
* Created various workflows for Incident Management, Change Management, Service Requests and SLA's.
* Perform creation of application modules, tables, forms and usage of personalize form **layout, dictionary, UI policies, UI actions, business rules, client scripts.**
* Managing Service Now data using scheduled imports and exports and transform maps.
* Involved in the testing of the all the modules like Incident, Change, Reports, Service Catalogs, Knowledge Base, Inbound Email Actions in Dev, Test, Prod Environments
* Assist in preparing requirement specifications and design documents (Agile method).
* Completed Micro Certifications on CMDB, Asset Model Management, ATF.
* Involved in the Project Proposal in technical team to Experian Project.

**Project Details: #2**

**Client : Gateway HPS**

**Role : ServiceNow Developer**

**Roles and Responsibilities:**

* Built Jira to ServiceNow Bi-Directional Integration using flow designer and Jira spoke.
* Worked on Incident management and change management modules.
* Using REST Messages, Business Rules

**Project Details: #3**

**Client : Intelgica**

**Role : ServiceNow Developer**

**Roles and Responsibilities:**

* Built Jira to ServiceNow Bi-Directional Integration using flow designer and Jira spoke.
* Worked on Incident management and change management modules.
* Designed service catalogs and its workflow and catalog scripts end to end as per requirements.
* Worked on application modules, tables, forms and usage of personalize form **dictionary, UI policies, UI actions, business rules, client scripts.**
* Worked on all module’s notifications for Intelgica instance.
* Develop UI policies, UI actions, business rules, client scripts for integration and other modules as per requirements.
* Worked on general configuration for the Intelgica instance and Intelgica service portal.
* Worked on knowledge management.
* Prepared the POC’s on the Twilio and Jira integrations.
* Prepared the Technical documents for the respective modules for the end user.
* Worked on service portal as per the requirements.

**Project Details #4**

**Client : British Telecom**

**Role : ServiceNow/Jira Administrator**

**Roles and Responsibilities:**

* Installing JIRA, Confluence in Windows environment.
* Setup JIRA for Project Management, Bug Tracking.
* Creation of new projects in JIRA.
* JIRA customization - Issue Schemes, Workflow Schemes, Field Configuration Schemes, Screen Schemes, Permission Schemes, Notification Schemes.
* Responsible for creation of custom workflows.
* Perform JIRA Re-Indexing and Integrity checker.
* Installing plug in‘s and managing licenses.
* Creating and managing filters.
* Managing groups and role management based on projects.
* Troubleshooting the problems in JIRA.
* Prioritizing workload and resolving tickets based on Service Level Agreement.
* Managing users in crowd directories.
* Integrating JIRA with Confluence, Fisheye& Crucible.
* Backup and Restore procedures.
* Creating spaces, providing confluence user access and roles.
* Provided Local and Global permissions in Confluence.
* Creation of new projects in JIRA.
* JIRA customization - Issue Schemes, Workflow Schemes, Field Configuration Schemes, Screen Schemes, Permission Schemes, Notification Schemes.
* Responsible for creation of custom workflows.
* Perform JIRA Re-Indexing and Integrity checker.
* Installing plug in‘s and managing licenses.
* Creating and managing filters.
* Managing groups and role management based on projects.

Declaration:

I hereby declared that the above furnished information is true to best of my knowledge.

**Kareem Basha. Shaik**