**BOLLIKONDA HARISH**

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Professional Summary: -

**DST Worldwide Services**

7 years of experience in both IT and Finance sector, 4.10 years of experience in IT sector which is on Service Now both Administration and Development and 2.3 years in Finance sector.

**Basic Knowledge on below modules**

* **Discovery**
* **Event Management**
* **Domain Separation**
* **State Model Management**
* **Service Portal**

**Service now Experience: 4 Years**

* Hands on experience working on Service now tools with focus on implementing ITIL processes.
* A Service now expert with experience on implementing end-to-end Service Catalog, Incident Management, Problem Management, Knowledge Management and Record Producers.
* Experience in Developing, configuring and creating scripts like Business Rules, UI Policies, Catalog Client Scripts and Client Scripts, etc.
* Knowledge in using Glide Scripting for creating UI Action and business rules
* Creation of new service catalog items, order guides, record producers, variable sets and modifying the existing ones as per the new requirement.
* 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.

Certifications: -

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| --- |
| * I have done Service Now admin certification * I have done ITIL V3 foundation certification |

Project1 :-IFDS Service Now

**Client : SS&C Technologies**

**Team : SN Admins Team**

**Environment : Service Now (Enterprise IT Cloud tool)**

**Role : Developer / Admin**

**Project Duration : Aug- 2020 to till date**

**Responsibilities**

* Handling BAU activities like incidents and requests
* Creating new catalog items and associated workflows as per the business requirements
* Decommission other process applications and leverage the requirements in Service Now
* Supporting for all ITSM, CSM and Custom applications
* Enhancing the existing modules as per the business requirements
* Involving in production deployments
* Here we are following Idea/Demand process to fulfil the client requirements
* Created SLAs for CSM client accounts

Project2 :-TAKEDA Service Now

**Client : TAKEDA & SHIRE**

**Team : Takeda Development Team**

**Environment : Service Now (Scoped Application)**

**Role : Developer / Admin**

**Project Duration : Nov - 2019 to till date**

**Responsibilities**

* I have involved on scoped application development activities for SOW agreement process.
* Implemented new process flow for scoped application on custom table
* Configured lot of ACLs for new scoped application requirement with the specific roles
* Configured new UI actions for process flow movement from one state to another state based on the requirements
* Followed Hybrid agile development strategies
* Working on Service Request Management stories
* Working on Service Catalogs stories
* Working on Knowledge Management stories
* Configured state model transition on task extended tables

Project3 :-SCNO - MSP Service Now

**Client : Deloitte (Internal Project)**

**Team : SCNO - MSP Development Team**

**Environment : Service Now (Enterprise IT Cloud tool)**

**Role : Developer / Admin**

**Project Duration : Jul - 2019 to Oct - 2019**

**Responsible For**

* Created Onboard MSP Customer catalog item so that customer on-boarding will be auto processed
* Created Off-board MSP Customer catalog item so that customer off-boarding will be auto processed
* Configured global groups and provide respective roles so that group member can configure and manage MSP instance and MSP Data
* Created domain data reports
* Created domain reports dashboard
* Daily job to trigger mail notification to send the list of records lying in Default
* Daily job to trigger mail notification to send the list of users having domain\_admin and domain\_expand\_admin role

Project4:-Custom Modules in Service Now

**Client : Mercedes-Benz**

**Team : Service Now Development Team**

**Environment : Service Now (Enterprise IT Cloud tool)**

**Role : Developer & Admin**

**Project Duration : Oct -2018 to June - 2019**

**Responsible For**

* Created Enterprise Asset Management life cycle with help of Service Catalogs
* Created custom module Inward Process Register for newly arrived inventory
* Created catalog items for end to end asset process flow
* Asset Requisition, Asset Allocation, Asset Transfer, Asset Lost, Asset Disposal
* Migrated TRAXX tool assets into Service Now
* Implemented Flat File Integration with the help of Remote File Import module.

Project5:- ITSM Service Now

**Client : Scottish Water / Dormakaba**

**Team : Service Now Development Team**

**Environment : Service Now (Enterprise IT Cloud tool)**

**Role : Developer & Admin**

**Project Duration : Apr -2018 to Sep - 2018**

**Responsible For**

* IT Service Management applications development on Service-Now platform to automate the day-to-day corporate business processes.
* Developed several client-side scripting, catalog scripts, UI scripts, server side scripting based on business rules.
* Creating custom Tables, Fields and configuring Access Controls over them.
* Creating Client scripts for display and hide of some fields based on some conditions, to generate alerts for users help
* Created business rules to trigger the events which send emails to users who have impacted and for whom that ticket has been assigned.
* Interaction directly with functional/process owners over phone or WebEx to understand the business processes and new requirements.

Project6:- Service Now Support

**Client : AXA Tech Shared Services (ATSS)**

**Team : Service Now Admin Team**

**Environment : Service Now (Enterprise IT Cloud tool)**

**Role : Administration**

**Project Duration : Oct - 2016 to Mar - 2018**

**Responsible for:**

* As per the customer requirement created groups and roles.
* As per the customer request created Business Services into SILVA.
* As per customer request created service offerings for existing Business Services in SILVA.
* As per customer requests, I have created service commitments for existed service offerings in SILVA.
* As per the customer requests, I have created incident assignment look-ups and incident owner look-ups in SILVA through DL sheet and also update the existing Incident owner and assignment look-ups.
* As per the customer request created Service Catalogs and categories.
* Created variables and variable sets for the existing and new service catalog items.

Projects7:-PPM Service Now

**Client : Becton Dickinson(Medical Equipment Manufacturer)**

**Team : Service Now Admin Team**

**Environment : Service Now (Enterprise IT Cloud tool)**

**Role : Administration**

**Project Duration : Apr - 2016 to Sep – 2016**

**Responsible for:**

* As per the best practices of Service Now, developed and configured Business Rules, UI Policies, and Client Scripts.
* Created custom Tables, Fields and views and sections.
* Created UI Actions, reports and interactive filters.
* Created business rules to trigger the email events which send emails to users who have impacted and for whom that ticket has been assigned.

Technical Skill*s:-*

Tools : Service now

Web Technologies : HTML, CSS, JavaScript, SNO(API), JSON

Operating systems : Windows XP/7/8/10 & Server 2008,2012

Education Qualifications:-

* **Bachelor of Technology** in Computer Science from JNTU Hyderabad
* **Intermediate** in MPC from Spectra Jr College,Khammam.
* **SSC** from Swami Vivekanda Vidhyaniketan School, Khammam.

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**: Hyderabad (**B Harish)**