**Name**: **Shaik Rahamthulla**

**Email : rahamath0308@gmail.com**

**Mobile: +91 9603910039**

**CAREER OBJECTIVE:**

A dedicated Service-Now developer with a strong programming background looking for an excellent career opportunity in Service-Now in a growth oriented reputed organization with a challenging environment.

**PROFESSIONAL SUMMARY:**

* Having 3.2 years of relevant experience as a **Service Now Development.**
* Having knowledge on **ITIL concepts** and strong experience and implementing on **ITSM** platform Service Now. Thorough understanding of ITIL/ITSM processes.
* Service-Now implementation experience in ITSM modules (Incident, Problem, Change, Request Management).
* Hands on experience in creating the custom Applications, Modules in Service-Now Working on **Service Catalog, Create Workflows, Update sets and Reporting**.
* Configuration/Customization of the Service-Now system, including creating workflows
* Perform creation of application modules, tables, forms and usage of personalize **form layout, dictionary, UI policies, UI actions, data policies, business rules, client scripts**, **Client Scripts and Script Includes** for customizing the tool.
* Experience on **Customer Service Management (CSM) .**
* Experience on **CMDB(Configuration Management Database).**
* I have been actively involved in complete project life cycle that includes Requirement Analysis, Design, and Development.
* Build service requests from customer requirements including requests, request items and tasks using workflows - manage data flows from the customer to the support teams providing the service
* Use scripting tools and Service-Now functionality create scripts to automate rote tasks done in Service-Now.
* Able to perform integrations and process automation using Service-Now.
* Load, manipulate and maintain data between Service-Now and other systems.

**Professional Experience:**

* Working in Cognizant , Bangalore from June 2018 – Till Date.

**Education:**

* B-Tech (Bachelor of Technology) from JNTU University, Kakinada.

**TECHNICAL SKILLS**

|  |  |
| --- | --- |
| **ITSM Tools** | Cloud ITSM Servicenow |
| **Languages** | .Net |
| **Scripting** | Java Scripting, Glide Scripts |
| **RDBMS** | SQL |

**Professional Experience**

**Project Name : HP Indigo**

**Duration : Jan 2020 – Till Date**

**Technologies : ServiceNow**

**Project Type : Implementation**

**Responsibilities:**

* Handling implementation of ITSM modules using the Service Management Process Model, to facilitate adoption of ITIL using Service Now ITSM applications; involved in creation of back end codes
* Understanding the technical & functional specifications and designing, developing, testing, troubleshooting and debugging of the applications
* Developing and configuring Business Rules, UI Policies, Catalog Client Scripts and Client Scripts, etc.
* Creation of new service Catalog items, order guides, record producers and modifying the existing ones as per the new requirement.
* Creating Workflows for Custom applications Automation.
* Processes/modules deployment of Incident, Problem, Change, Service level Management, Service Catalog.
* Worked with analyst to analyze functional requirements within ServiceNow for Customer Service Management (CSM).
* Service Catalog designing and work flow implementations.
* Configuring assignment roles.
* Configuring Custom Related List, Dictionary fields.
* Configuring of Existing scripts, UI policies and UI actions.
* Ability to communicate and interact effectively with the business users/customers.
* Quick Learner, Self-driven and Motivated Person taking initiatives. Honest, Committed and Dedicated towards work.
* Proven ability to explore, learn and work independently or as a team.
* Worked on CMDB(Configuration Management Database)

**Project Name : Olympus**

**Duration : june 2018 – dec 2019**

**Technologies : ServiceNow**

**Project Type : Implementation&Support**

**Responsibilities:**

* Worked extensively on multiple modules of the tool
* Incident Management
* Problem Management
* Change Management
* Service Catalog
* Service now implementation experience in ITSM modules (Incident, Problem, change etc.)using Business Rules, Client Scripts, Script Includes, UI Policies, UI Actions.
* Created Email notifications, Email Templates and Mail scripts, trigger email notificationsfrom server-side scripts.
* Customized Incident/Problem/Change/Service catalog applications using Business rules,Client scripts.
* Written Client Scripts, UI Actions and Script Includes for customizing the tool.
* Configured Business Rules for customizing the tool.
* Importing Bulk data to the Service-Now instance using transform map.
* Using Workflow Editor for creating workflows.
* Service Catalog and Request Workflow Design and Configuration
* Configuration of automated email notifications for Service Desk module
* Analyzing the Requirements from the client and participating in preparing Test Plans, Test Scenarios
* Used Transform maps to import Data to Configuration Management.
* Conducting Review Meetings within the team to close all the test cases
* Involved into Analysis and Development for the project

**Personal Details:**

Fathers Name : shaik rahamthulla

Date of Birth : 03-08-1993

Gender : Male

Marital Status : Single

Nationality : Indian

Address : D.NO:15-94,

Chinnapeer shaib street,

Chilakaluripeta,

Guntur (Dist),

Andhra Pradesh,Pin: 522616.

**Declaration:**

I hereby declare that the above mentioned details are true to my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars.

**(Shaik Rahamathulla)**