Farhana

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PROFESSIONAL SUMMARY

- An experienced professional with 6+ years of Information Technology experience in development of software applications, Analysis, Design, Development, Testing and Deployment.
- 5+ years of experience as a Service-Now suite developer and administrator.
- **Certified Service-Now System Administrator.**
- Experience in implementing various IT Service Management processes like **Incident Management, Change Management, Problem Management, Knowledge Management, Configuration and Service Catalog.**
- Created and configured new Applications in Service-Now and customized the applications using **Business Rules, Client Scripts, UI Actions, UI Policies**, External Data load using **Transform maps**, etc., as part of new application roll outs of Infrastructure Management.
- Wide range of implementation experience with many global clients in the ServiceNow suite development including **Service Catalogs**, Business Rules, **Update sets, Workflow.**
- Experience in the fields of Client Scripting using different scripting languages like HTML, JavaScript, and CSS.
- Experience in configuring **E-mail notifications** in ServiceNow.
- **Experience in customizing an instance, importing users and Groups.**
- Proficient working experience on on-going maintenance, upgrades and technical support to the existing Service-Now environments, applications and modules as well developing and implementing additional functionality and modules.
- Good understanding of Helpdesk / Service Desk and hands-on experience of Employee Self-service (ESS) portal customizations.
- Good understanding and hands-on Glide Forms, GlideRecord, Scratchpad, AJAX and Glide System used in UI Actions, Business Rules, Client Scripts.
- Exceptional ability to quickly master new concepts and a proactive team player with good analytics.

EDUCATION & CERTIFICATION:

- Master of Technology from **JNTU Hyderabad** Campus.
- CERTIFIED SERVICE-NOW **SYSTEM ADMINISTRATOR**.
- Automated Test Framework – Micro Certification
- CMDB Fundamentals - Micro Certification
- Flow Designer   - Micro Certification
- Performance Analytics – Micro Certification
- Predictive Intelligence – Micro Certification.

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PROFESSIONAL EXPERIENCE

Atos India Global Solutions & Services   **Aug 2020 – Sept 2023**
Associate Consultant – CMDB & ITSM

Responsibilities:
- Designed and implemented new functionality using Business Rules, Client Scripts, UI Policies, UI Scripts, UI Actions, Script Includes, and Access Control Lists.
- Involved in creation of Functional and Technical Design Documents as per the requirements from the business team.
- Worked on creation of Service Now Applications, Modules, and Tables as per requirements.
- Worked on customization of forms for various Service Now applications.
- Worked on creation and configuration of business rules, client scripts as per the required functionality
- Worked on setting up the SLA as per the requirements.
- Worked on configuring the UI Actions, UI Policies, Client side scripting and server side scripting
- Involved in cloning activities like raising the request for cloning and excluding some tables to not come under cloning.
- Worked on redesigning the workflows using ServiceNow workflow editor.

- Involved in reconciliation of complicated workflows to simpler form.
- Developed Service Catalog by creating new Catalog items, Designing workflows and Execution plans.
- Created Outbound Email Notifications using Email Templates.
- Involved with QA team for quality management using ISO standards.
- Created various Script Includes and UI Scripts.
- Created various Client Scripts, which utilized Glide Ajax API to invoke Script Includes.
- Created Record Producers, Order Guides and Catalog Client Scripts and Work flows
- Involved in the Service Now Instance upgrade activities.
- Has worked in Incident Management, Problem Management, Change Management, Service Management and Release Management.
- Customized UI Policies, UI Action.
- Provide Table level and Field level security by Access Control List (ACL).
- Moving of update set from instance to instance.

- Experience on BAU activity to provide solution to customer.

- Following the release process in developing and deploy the code from Dev to Test and Prod environments upon approval from the Product Owner.

Atlasnexa Technical Services Pvt Ltd   **Jun 2019 – April 2020**
ServiceNow Developer

Responsibilities:
- Create new service catalog requests and items with variables and variable sets.
- Developed UI Appearance for Service Catalog Requests
- Configured ACLs
- Extensively used GlideAjax in Client Scripts to call Server-Side Script Includes.
- Created new Configuration items and defined relationships in addition to OOB configuration items.
- Extensively worked with Events and Notifications.
- Developed various workflows for Catalog Items and Change Management Process.
- Designed a company-wide service catalog that offers a collection of services
- Involved in customization of UI for a knowledge base
- Created and Consumed REST Web Services.
- Created customized login pages, search pages with drop down list in search bar
- Configured the service catalog items
- Involved in creating of My Dashboard where it contains My Requests, My Reports of Incidents and a search bar for searching of Incidents
- Created update sets for configuring in different instances i.e., temp, test, uat, dev and production instances
- Create, monitor, modify, and publish service catalog workflows with approvals
- Build reports, gauges, and home pages.
- Search, populate, and customize the knowledge base.
- Configuration of Email Notification and Alerts to notify users about specific activities in the system Writing Business Rules, Client scripts, UI Policies and UI Actions to customize the instance as per Business needs.
- Developed operational requirements documentation and train operational staff to maintain solution.

Tech Mahindra   **Jan 2017 – May 2019**
ServiceNow Developer

Responsibilities:
- Worked with end users and Business Analysts to understand process and flow of business.
- Development of Service catalog which includes creating new catalog items, designing workflows and execution plans.
- Created functional and technical specifications documents for various Service Now modules
- Implementation, Customization and Maintenance of ITIL modules such as Incident, Change, Problem, Knowledge, Service Catalog, CMDB in Service Now
- Coordinating the instance upgrade activities.

- Involved in cloning activities like raising the request for cloning and excluding some tables to not come under cloning.
- Configuration of Email Notification and Alerts to notify users about specific activities in the system.
- Involve in design, development, administration and deployment of Service-Now.
- Ability to handle incidents within SLA terms.
- Creating database views to pull the reports on variables which are being used by catalog items.
- Writing Catalog client scripts and UI policies to make client side changes.
- Creating Knowledge articles to document the steps in creating the catalog items.
- Working on various kinds of variables and variable sets.
- Working on order guides, to arrange them in sequential order to make the user comfortable while raising a request.
- Re-designed workflows using workflow editor, Reconciled complicated workflows to simpler form.

FARHANA