**Suresh**

**ServiceNow Certified System Administrator**

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**Professional Summary**

* Around 8+ years of extensive knowledge and experience in **development, implementation, and administration of ServiceNow and Web Development.**
* Strong hands-on experience in **creating the custom applications and modules** in ServiceNow and enhance existing ServiceNow modules (e.g. Incident, Request, Change, Problem, CMDB, Knowledge Base, Service Catalog, Asset, Vendor, Demand, Service Portfolio, and more) based on process owners' needs.
* Great Experience in designing and building **complex workflows** using ServiceNow workflow editor
* Experience in configuring the **SLAs** for various **ITIL** processes as per the client requirements
* Ability to configure **Mid Server** on to the ServiceNow Instances.
* Superb ability to **integrate and orchestrate** ServiceNow with other IT systems such as Database Servers, **Active Directory**, Infoblox, SailPoint, and Flexera
* Good knowledge and experience in **Discovery**.
* Very good exposure towards **ITOM** and **ITSM modules**, Expertise in implementing agentless work in the enterprise using the ServiceNow Instance.
* Experience in configuring and customizing the ServiceNow system, including **creating** **workflows**, **custom UI, groups, roles.**
* Very good understanding of ServiceNow **CMDB hierarchy, table structure** and how **CMDB** and **Asset** data is handled.
* Experience with **Governance Risk and Compliance** (GRC) package
* Service Portal Design and **Implementation**
* Strong ability to create and enhance custom **Service Portal** pages and **widgets as well CMS pages**.
* Exceptional experience in **UI design** and development both web pages and Service Portal
* Extensive **ServiceNow Scripting** (Business Rule, Client Script, UI Action, UI Policy, Jelly Script, Glide API stack, Scheduled Jobs, Reporting, and more.)
* Great knowledge and experience in HTML5, CSS3, SCSS, Bootstrap, JavaScript, AngularJS, jQuery, XML, JSON, AJAX
* Strong experience in designing and **creating Email Templates** and **Email Notifications**
* Experience in all phases of **SDLC** such as requirement analysis, design, code construction and testing
* Provide advanced support for ServiceNow by troubleshooting a variety of difficult software problems, implementing bug fixes and performing root cause analysis
* Use business analysis skills to directly interface with customers to design and build applications that meet business goals and objectives
* Conduct appropriate analysis and ensure calls that are unable to be resolve dare appropriately forwarded to **vendor product support**. Support the following: 1) provide initial problem resolution where possible; 2) generate, monitor, and track incidents through resolution; 3) provide software support; 4) maintain frequently asked questions and their resolutions; 5) obtain customer feedback and conduct surveys.
* Working knowledge of the Reporting and BI industries landscape, including vendors and tools
* Communicate effectively with managers, end users, and process owners frequently to establish requirements and guide development
* **ITSM** Implementation utilizing **ITIL v3**
* Strong **analytical, problem solving** and troubleshooting skills
* Perform **Business Requirements gathering**, data validation & data mapping review, Business Process flow, Business Process Modeling.
* Adopt with different software development methods **(SDLC) like Water Fall and Agile (SCRUM)** Methodology.
* **Expertise in creating and reviewing the test plans** and test cases from test scripts
* Expert in writing detail system **use cases, developing business test cases**, and working with QA teams during testing phase thereby facilitating UAT with stakeholders and business users
* Performing top-down discovery of business services using ServiceNow **Service Watch**.
* Hands on experience on **Service Mapping.**
* Knowledge in **Service Mapping and Service watch.**
* Planning and coordinating the execution of Implementation along with Technical/Business validations post every Maintenance/Major **release in ServiceNow**.
* Knowledge in DevOps and Agile processes and philosophies including **Continuous Integration/Continuous Delivery** and UAT.
* Setup Rally and Selenium for unit and functional testing and setup **continuous integrated** unit testing using Rally, browser stack API.
* Excellent working experience with **New York, Madrid, London, Kingston, Jakarta, Istanbul, Helsinki, Geneva, Fuji, Eureka, Dublin, Calgary ServiceNow** versions**.**
* Worked on integrations to configure AWS and **Event Management Rules to send alarms to Event Management.**

**Education:**

New York Institute of Technology, Master’s in Electrical and Computer Engineering, May 2016

Vikrama Simhapuri University, Bachelor’s in Electronics and Communication Engineering, May 2013

**Technical Skills**

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| --- | --- |
| **Web Technologies** | HTML5, Bootstrap, JavaScript, CSS3, SCSS, jQuery, AngularJS, XML, JSON, and AJAX. |
| **ITSM Tools** | ServiceNow, Service Desk, Service Request Management, Change Management |
| **Database Tools** | Oracle 9i/10g/11g, SQL Server |
| **Other skills** | Business Rule, Client Script, UI Action, UI Policy, SOAP Web API, REST Web API, Jelly Script, Background Script, Fix Script, Glide API stack, SQL, Scheduled Jobs, Reporting, and more. |

**Work History**

**Accenture Federal Services, Maryland Oct 2020 – Present**

**ServiceNow Developer/Admin/CMDB Analyst**

**Responsibilities:**

* Worked on programming with **server-side** and **client-side JavaScript, Ajax, JSON** and **XML**, preferably within ServiceNow (**business rules, script includes, client scripts, transform map scripts**, etc.)
* Worked on data mapping for tables like model table.
* Worked on creating a user portal by using **Cloud User Portal.**
* Extensively involved in building a custom **service portal** based on the requirement.
* Worked on setting up **Service portal** content so that it is only available to authenticated users.
* Experience with **Service Portal** to determine the users logging in to the portal and customization with a combination of system properties and script include.
* Worked on **Service Portal**, Creating of New **widgets, themes, Pages** & **Enhancements** to current portal.
* Activated the Plugin to implement **Service Portal** and modified the existing **widgets** and created new widgets and **pages** to design the **Service Portal** according to the Client Requirements.
* Configured **MID Server** to import data from external sources.
* Involved in **service mapping** implementation like **pattern based** and **tag-based** mapping.
* Worked on End-to-End implementation of **CMDB module** using **Discovery tool** in ServiceNow.
* Worked on creating and maintaining of **Service Catalog/Portal Items** in support of **CMDB/ITOM** projects.
* Worked on **integrating** ServiceNow with other IT systems, implementation of **Discovery** on remote desktops and developing code for the mid-tier servers.
* Performed the task of using **Discovery** to load configuration information to **CMDB**.
* Created different **Transform maps** to import data into ServiceNow.
* Designed and configured different **workflows** for various **Service Catalog items**.
* Worked on integrating Service Now with external **SOAP** and **REST** based web Services.
* **Integrations** with other systems and tools and supervised upgrades. Performed day to day administration tasks. Proven Experience of Support, Customization, **LDAP configuration**, **Jelly Scripting, Glide Script, Glide AJAX, UI Pages, CMS sites**.
* Worked on configuring ServiceNow which involves various modules, **3rd party integrations** and building **custom applications.**
* Worked with the team architect on a ServiceNow **HRSD** environment.
* Assist in the identification of best practices for development of new and existing ServiceNow applications and **HRSD**.
* Worked on implementing end - to-end **Service Catalog, Incident Management, Configuration & Asset Management**, **Change Management** and **Release Management** with extensive knowledge on **Content Management** System.
* Provided daily support of Service Management Platform (ServiceNow), including Configuration, Integration, Customization, Scripting, Administration ServiceNow processes (User/Group management), Functions.
* Created **Update Sets** to migrate group of customizations from one instance to another instance.
* Worked on **Governance, Risk and Compliance** application.
* Worked on configuring, deploying and supporting **ITSM** and **ITBM** applications.
* Supported for integration of data gathered from external sources into existing ServiceNow Platform - **ITSM, ITOM/ITBM/CSM.**
* Worked on **GRC** application (Governance, risk and compliance).
* Responsible for ensuring that all the CIs are registered, and these records are correct and up to date.
* Involved in UI development within ServiceNow working with **JavaScript, Glide Script, UI Policy, HTML5 and CSS3** and applying Business Rules. Used **Glide Servlet( GlideSystem, GlideRecord, GlideForm , GlideAjax)** for Asynchronies process, debug Client Side Script for alert , error and confirm messages, JavaScript Debugging for ging.
* Involved in discussions with other technical areas to meet the business and technical requirements for ServiceNow, SMTP Admin and DBA to build integration to external and internal systems, currently using as **SMTP (EMAIL), MID Server and Web Service** (Construction, integration testing, Transform Mapping, Security Authentication, Transform Scripting for Inbound and Outbound).
* Created **groups, roles and security groups** to access certain functionalities and customized home page.
* Worked on **CMDB and Asset management**. Performed **Data migration** to import data from other applications and external databases.
* Created **Reports** and scheduler process to send report to management about **incidents, problems** and **application diagnosis** report-based control and alert messages using Email Notification.
* Involved in **Service Catalog** and **Request Workflow Design and Configuration** and Written script includes and invoked them in **business rules** and **client scripts**.
* Performed **create, read, update, delete (CRUD)** operations on web server using outbound **REST** functionality.
* Utilized **Java Scripting** in Business Rules, Client scripts, UI Policies and UI Actions to deliver solutions that automate and audit business processes to customize the instance as per Business needs.
* Created Procedure guidelines used in supporting Technology and Application issues and Responsible for maintaining and growing data held within Service Now such as our users, service catalog items.
* Integrated with Active Directory using **LDAP** for authentication and Loaded users, groups, and roles into Service Now
* Created various **workflows** for **Incident Management, Change Management, Service Requests and SLA's.**
* Worked with analyst to analyze functional requirements within ServiceNow for **Customer Service Management (CSM**), Request Management, Incident, Problem, Knowledge, Change, Core Platform, Web services, interfaces etc.

**Federal Home Loan Bank of Chicago Jul 2017 – Sep 2020**

**ServiceNow Developer/Admin/CMDB Analyst**

**Responsibilities:**

* Involved in analysis of end user requirements and worked closely with team lead and Business analysts in understanding the current Service now system.
* Monitored and performed **Service now admin activities** which involve **user and group administration**.
* Implemented and maintained the Service now platform to meet the business processes and support ITIL.
* Good hands-on experience on **ITIL framework**.
* Designing and customizing **new applications and modules** as per the requirements.
* Involved in creating **users, groups, roles** and load the data to service now using import sets on daily, weekly or requirement basis.
* Writing **Business rules**, **Client scripts**, **UI policies** and **UI actions** to customize the instance.
* Worked on various modules in **Service catalog Management**.
* Involved in configuration of **Email notification** and SMS notification to alert the users of Service now.
* Developed solutions using **web services**, SOAP, JavaScript, and other web technologies to integrate ServiceNow with internal/external systems and tools.
* Worked on **Service now scripts** by using JavaScript.
* Involved in transfer of data from one instance to other by creating and modifying **Update sets**.
* Worked on **Import Sets** to transform data and **transform maps**.
* Configuring **Service Level Agreements (SLA's).**
* Strong in creating various work flows for **incident management**, **change management** and **service requests.**
* Involved in testing forms and reports for correct mapping of the objects and data transfers.
* Good knowledge in designing and implementing of service requests through **Service now Catalog**.
* Understanding the requirements and designing of **workflows**.
* Created **Knowledge articles** to document the steps in creating the catalog items.
* Configured and Maintained Fail-Over **Clustering** using **SQL Server 2012**
* Worked on different kinds of **variables and variable sets**.
* Implementing new functionality using Business rules, UI policies, **Access control lists (ACL)** etc.
* Worked on the **System Requirement Specifications (SRS)** including problem analysis and system definition models.
* Hands on experience in maintaining **CMDB**.
* Tracking the record of configurations stored in CMDB.
* Implementing, configuring, onboarding, and administrating **GRC plugins.**
* Monitored system performance and provided system statistics and reports to the business.
* Created homepages including basic **reporting, gauge** configuration and **dashboards**.
* Involved in preparing documentation for installation, design, and requirements of Service now.
* Created transform maps using automatic field mapping and scripting.
* Performed Data migration to import data from other applications and external databases.
* Created many standard workflows which are propagated and handled many custom events.
* Worked in **Problem management** based on requirements gathered through testing.
* **Customized forms** and Lists of Incident and Problem Management tables in ServiceNow.
* Used **AGILE methodology** for the development and for tracking defects.
* **Perform requirements gathering** with business stakeholders and translate requirements into user stories.
* Coordinated relationships with business & technical teams to detail **user stories** (requirements) to be approved for Sprint & Release planning.
* Coordinate relationships business & technical teams to detail user stories (requirements) to be approved for **Sprint & Release plans.**
* **Collect, review, analyze, manage, backlogs** (user’s stories & defects) from process owners and Service Owners.
* **Perform QA testing & UAT** of user stories from approved Sprint for scheduled deployment.
* Provide demo of passed stories for process owners to obtain approvals.
* Collaborate with **IT process owners** to develop global solutions for optimal IT service delivery.
* Review existing **IT processes in ServiceNow** to identify areas of improvements & enhancements.
* Task tables, assignment rules, approval rules, SLAs, and workflows are used to power the **Human Resources Request Fulfillment process.**
* Developed a **simple form for end user**s to record their human resources requests using Record Producers.
* Customized **human resource notifications** as per client requirements by using mail scripting.
* Performs migration activities **Dev to QA, QA to Prod.**
* Designing, configuring, and customizing new applications and modules. Assisting in troubleshooting patch/ **release management issues**.
* Planning and coordinating the execution of **Implementation** along with Technical/Business validations post every **Maintenance/Major release in ServiceNow**.

**Prudential Financial, Chicago Jan 2015– Jun 2017**

**ServiceNow Developer/Admin**

**Responsibilities:**

* **Development & Administration** for ServiceNow ITSM Platform
* Build and maintain a highly custom public-facing **HR/Onboarding portal**
* Manage successful upgrade from **Helsinki** to **Istanbul**, including bug-fix development
* Code in **JavaScript** & Java to enhance platform functionality
* Implemented and managed ITSM platform, ServiceNow, for various IT processes and tracks
* Build and implement new, fully custom **SDLC module**
* Manage successful upgrade from **Eureka** to **Geneva**, & **Geneva** to **Helsinki** ServiceNow versions
* Code in JavaScript to enhance and customize platform functionality and appearance
* Design & code highly complex multi-process workflows
* Worked to develop **new service catalog items** and fix bugs in incident, problem and change management. Involved in end to end implementation of Service Now solutions.
* Worked on Service Catalog, Dashboards, and **Event Management** and Incident Management module customizations along with enhancements.
* **Integrations** with other systems and tools and supervised upgrades. Performed day to day administration tasks. Proven Experience of Support, Customization, **LDAP configuration**, **Jelly Scripting, Glide Script, Glide AJAX, UI Pages, CMS sites**.
* Involved in gathering the requirements from the Business Team and creation of technical Task Documents to develop workflow, implement the workflows in Service Applications and administer the tools.
* Experience in the development and customization of **Service Catalog Items and Workflows**.
* Workflow management - **Created Workflows, Sub flows and Tables** on Helsinki.
* Strong technical knowledge of ITSM Products Incident Management, Change Management, Problem Management, **Asset Management**, SLM, SRM, CMDB, AIE
* Developed user interface elements for Web-based applications based on program specifications using JavaScript.
* Managed **inbound and outbound notifications**.
* Setting up **Configuration Management**, defining the **CI classes and their relationships**.
* Managing Email notifications through Tables and Workflows.
* Service Catalog (**Request Item, Order guide and Record Producer**) has been created based on client requirements. Also, Workflow has been created to support the Approval workflow and task assignment.
* Implemented **End-End Service Catalog items** for the existing business processes.
* Created new **Business Rules/Script Includes/Client catalog script/Client Script**.
* Created Business rules supporting various email, notifications and tables.
* Created data sources and loaded the Service-Now tables with different data formats.
* Created and managed **SLA definitions** for different Service Groups.
* Worked on establishing Links to **knowledge-based articles** on Geneva and Helsinki.
* Worked in Incident, Change and Problem enhancements and Co-coordinating with the UAT team for any improvements.
* Worked on identifying the users, groups, categories and following the **ITIL standards** while designing these solutions.
* Participated in **Service-Now Quick Start Implementation** process and worked with the process of implementation of Incident, Change, Problem, Knowledge and Service-Catalog.
* Developed lot of client Scripts, UI Policies, Script Includes, Business Rules across the application as per the requirement.
* Communication with Business Clients and first point of contact/interface for application issues and outages between Business and Technology Team.
* **Incident Management** and **Problem Management** activities.
* Worked on enhancement of **change workflows**.
* Created **record producer** application for some teams as a special requirement.
* Worked on internal portal for accessing all the business services by using Service Now Content Management Application.
* Administered HI Service-Now account for scheduling cloning and applying patches for the Service-Now instances.
* **Responsible for regular administration** of the instances and making sure that everything is in sync between all the instances.
* Data Population for New Catalog Item, Maintenance of CI (Configuration Items) and workflows in CMDB module.
* Development of UI pages using HTML and jelly scripting for SP (Service portal).
* Receives and **responds to requests concerning HR policies/programs** using ServiceNow's ticketing system to efficiently respond to all issues, meeting service levels set out in Service Level Agreements (SLAs).
* Developed **HR portal for the client**.
* Worked on a project for **HR Team to automate the onboarding of New hires/Rehires** and created various catalog items
* Run reports to **view and monitor the status of HR cases**.
* Created Human Resources Overview **dashboard to monitor and manage HR cases by category**

**D.E Shaw& co, Hyderabad. Jun 2012 – Nov 2014**

**Web Developer**

**Responsibilities:**

* Utilizing strong **HTML5 and CSS3** skills to convert PSD/PNG
* Design to fully **working themes**
* Design, Maintain and Develop the Promotional Pages for the company
* Apply latest web programming technologies **HTML5, CSS3, jQuery, Ajax, JSON, XML, and JavaScript** to update company's sites (e-commerce sites)
* Responsibilities include **UI development** in support of various web pages
* Provide web development technical support to branded websites of Zoo Printing Inc.
* Using **CSS3 Media Query** and **Bootstrap 3** to make responsive websites (Branded websites based on main Zoo Printing e-commerce templates).
* Apply **Back-End development** using **PHP, MySQL** on the current project (Promotional Sites)
* Train a new junior web developer
* Initiated process to update website and web applications with **Java Templates and Mongo Database**
* Design and develop website using **HTML5/CSS3**, WordPress
* Utilize JavaScript, **HTML, JQuery, and CSS** on a daily basis to complete assigned tasks.
* Developed a responsive single page application using AngularJS, HTML5, CSS3, Bootstrap, Webpack, JavaScript, NodeJS, **JSON, JIRA, Stash, GIT.**
* Used **Angular JS** to develop a single page application.
* Developed Single **Container Applications** by writing the code in AngularJS.
* Implemented various $scope methods $watch(), $digest() and $apply() in order to implement two way **data-binding** by using AngularJS.
* Worked on **Data validation** and error handling for the application.
* Used **$http, $location, $q, $log, $scope, $window, $cache** Factory services to call REST API's logging and location operations.