

**KARISHMA JAIN**

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**Location: San Jose, CA**

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**PROFESSIONAL SUMMARY:**

- Around 5.5 years of experience in ITSM Development as a ServiceNow Consultant in all aspects of **Client engagement lifecycles** including **Pre-sales, Requirement gathering, Effort scoping, Developing, Product Implementation, Production Support**, and System upgrades on ITSM and Monitoring.
- Over 5 years of experience as ServiceNow suite developer and administrator.
- Expertise in the creation of **workflows** for **Service Catalog items** in ServiceNow.
- Working experience in various phases of **SDLC** such as Requirement Gathering, Analysis, Design, Code Construction, and Testing.
- Good understanding of object-oriented **Analysis, Design, and Application Development**.
- Created **schedules, reports, SLA's** and monitored or performance of Service-Now.
- **Documented** all implementations and best practices defined within n team.
- Attention to detail and comp problem-solving abilities from **operational** and technical perspectives.
- Functional knowledge and implementation experience of **ITSM frameworks**. Hands-on experience in **web development using HTML, JavaScript, and CSS**.
- Good understanding of object-oriented analysis design and application development.
- Deployment **Automation** and **Software delivery** using Shell scripting with tools like DSM and ITCM.
- Good experience in application development using **Java/J2EE, JSP**.
- Multi-platform experience on **Unix/Linux** and Windows Server family.
- Good team Player and Individual contributor with a steep learning curve and good personal skills.

**TECHNICAL SKILLS:**

**ITIL:** ITSM, ServiceNow (Helsinki, Geneva, Fuji, etc), HP Service Manager, BMC Remedy (Remedy 9,8, Smart IT), JavaScript, HTML, CSS.

**Web/Application Servers:** IBM Web Sphere, Web Logic

**Software Methodologies:** SDLC, Waterfall, Agile

**Database Tools:** TOAD, SQL Developer, SQL Plus, Putty

**Databases:** Oracle 9i, 10g, 11g, SQL Server, MS Access

**Programming Languages:** SQL, PL SQL, Shell, C, C++, JAVA

**Operating Systems:** Windows 2000/XP, Windows NT, UNIX

**Education & Certification:**

- Bachelor's Degree, Computer-Aided Management

**WORK EXPERIENCE:**

**Infosys/American Express, OH**

**date**

**ServiceNow Developer**

**Nov 2019 to Till**

**Responsibilities:**

- Performed Project Scoping, Organization, and Management including Business and IT Requirements.
- Created functional and technical specifications documents for various Service Now modules.
- Development of Service catalog which includes creating new catalog items, designing workflows and execution plans.
- Implementation, Customization Maintenance of ITIL modules such as Incident, Change, Problem, Knowledge, Service Catalog, CMDB in Service Now.
- Configured multiple Catalog Items Front-end web / GUI components using JavaScript, CSS, and HTML.
- Configured multiple forms for the Asset module using Configuration Management Database.
- Worked on end-to-end implementation of CTI Integrations, Supported the team with the workflow of the integrations.
- Created the UI pages to use them in catalog items, implemented using UI scripts.
- Wrote Catalog client scripts and UI policies to make client-side changes.
- Supported the team with improvising the Discovery tool and configuring the CI's.
- Worked on order guides, to arrange them in sequential order to make the user comfortable while raising a request.
- Integrated Service catalog module with "Net cool" monitoring tool using Web Services and fixing them.
- Created notifications based on user requirements and also configured inbound email actions to create incidents or requests.
- Established and maintained effective communications with customers, other technology specialists, and vendors about services.
- Discussed the business requirements with clients and documented them into process requests.
- Built forms from scratch along with advanced customizations at the level of UI Macros/UI page as per the complex requirements.
- Created a lot of clients' scripts/UI policies also with a lot of high-level customizations like attaching a custom event and DOM-injection with JQuery and Prototype.
- Created many standard workflows which are being re-used and propagated and handled many custom events.
- Good knowledge of the Single Sign and eve event-based integrations.
- Set up Configuration Management from scratch defining the CI classes and their relationships.
- Created complex transform scripts in transforming the data into the SNOW database.
- Created a generalized framework for repeating problems and incidents.
- Created scheduled tasks monitoring the ticket queues, and generated statistics.
- Checked the change management document and verify the changes.
- Assisted in Release Management during product and patch releases.
- Provided training sessions on ticketing tools, reporting, and data entry.
- Developed UI Actions, the script includes, and Business rules for the overall platform.

**Cerberus, St. Louis, MO****Aug 2018 to****Oct 2019****ServiceNow Developer****Responsibilities:**

- Worked with client and gathered functional requirements within ServiceNow.
- Facilitated rollout of new applications and modules.
- Designed and implemented new functionality using Business Rules, UI Polic and Access Lists etc.,.
- Created Service Catalog and Request Workflow Design and Configuration.

- Designed the Content Management System for Varian system which involved layout, CSS, and service catalog work.
- Created various workflows for Incident Management, Change Management, Service Requests, and SLAs.
- Created Buttons and context menus both on form and lists using UI actions.
- Designed many email templates by using HTML and jelly scripting and used them in notifications.
- Integrated Fire eye tool with Service-Now using Email integration i.e. inbound actions scripting.
- Worked on the integration of ServiceNow with Siebel, integrated Service CatLog, and Incident module.
- Used JMS integration to fulfil this requirement, worked on Scheduled Jobs and Mid Server Script Includes to fulfil the requirements.
- Worked on order guides, to arrange them in sequential order to make the user comfortable while raising a request.
- Resolved typical Users' access and roles issues by checking the active directory and users table.

**Comcast, CT**

**Apr 2017 to**

**Jul 2018**

**ServiceNow Admin/ Developer**

**Responsibilities:**

- Analyse business processes and provide innovative and scalable solutions to increase operational maturity.
- Consults with clients/project managers to architect and develop appropriate process solutions
- Advises on options, risk, and impacts on business processes and cultural adoption.
- Follow-up on outstanding client needs and provide timely status reports to the project manager.
- Communicates technical problems and solutions to both technical and non-technical audiences.
- Builds positive relationships with external clients by providing excellent service/support and consistent communication as appropriate.
- Performs maturity assessments on ITAM and CMDB customer processes.
- Build process roadmaps for ITAM, and CMDB processes.
- Provide health checks on Service Now for ITAM and CMDB processes
- Provide ITAM and Configuration subject matter expertise.
- Provide guidance to clients on software asset management process improvements.
- Provide integration guidance on ITAM and CMDB projects for system integration

**The Bharat Cooperative Banking Society, India Bank Teller**

**Sep 2010 to**

**Nov 2014**

**Responsibilities:**

- Cash checks and pay out money after verifying that signature are correct, that written and numerical amounts agree, and that accounts have sufficient funds.
- Receive checks and cash for deposit, verify amounts, and check accuracy of deposit slips.
- Enter customers' transactions into computers to record transactions and issue computer-generated receipts. Balance currency, coin, and checks in cash drawers at ends of shifts, and calculate daily transactions using computers, calculators, or adding machines.
- Examine checks for endorsements and to verify other information such as dates, bank names, identification of the persons receiving payments and the legality of the documents.

- Count currency, coins, and checks received, by hand or using currency-counting machine, to prepare them for deposit or shipment to branch banks or the Federal Reserve Bank.
- Carry out special services for customers, such as ordering bank cards and checks.
- Process transactions such as term deposits, retirement savings plan contributions, automated teller transactions, night deposits, and mail deposits.
- Obtain and process information required for the provision of services, such as opening accounts, savings plans, and purchasing bonds.
- Explain, promote, or sell products or services such as travellers' checks, savings bonds, money orders, and cashier's checks, using computerized information about customers to tailor recommendations.

**Royal Bank of Scotland, India (Financial Statement Spreading Analyst Officer)**  
**to Aug 2010**

**May 2007**

**Responsibilities:**

- Generate detailed process and technical documentation
- Perform Solution design for Altiris Asset Management solutions.
- Manage projects to complete customer requirements for Altiris products.
- Perform fact-finding meetings with customers to gather solution requirements
- Perform system demonstrations for potential customers.
- Implement Asset Management Solutions on a project basis.
- Develop a Business process to support the proposed solutions.
- Develop processes around Software Asset Management.
- Propose best practice recommendations on Asset Management.
- Implementation of Bar Code/RFID solutions for various customers