

***VEERAMALLA VENKATA SAI***

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**SUMMARY:**

* Total having **4.3 years** of Experience in IT and 4.1 years in ServiceNow development and administration.
* Good hands on expertise in implementation of ITSM Applications like Incident management, Problem management, Change management, Knowledge management and Service catalogs.
* Good knowledge and understanding of the ITIL process.
* Worked on CSM (Customer service management) enabling the roles to business customers.
* Hands on with CMDB and knowledge on CMDB CI relations and importing the data
* Handling the clients with Requirements, Solutions and knowledge sharing in Service Now.
* Worked on GRC.
* Good exposure to all areas of SDLC (requirement, analysis, design, development, test, implementation and maintenance.
* Experience in working with Business Rules, Client Scripts, UI Policies, UI Scripts, UI Actions, UI Pages, Script Includes, Access Control Lists etc.
* Experience working with email notifications, inbound actions, reports, gauges, and home pages.
* Good experience into service now security
* Worked on Integrations i.e., Rest API and Soap
* Experience on creation of Catalog items, record producers, user guide.
* Working on creation and customization of complex workflows and custom workflow activities.
* Also having good knowledge on Web service and REST.
* Good debugging skills in issue identification and fixing.
* Managing Service now data using Import sets and transform maps.
* Created Email notifications in Service now.

**EMPLOYMENT HISTORY:**

1. Working with **Guide House India Pvt Ltd .**

As a **Software Engineer,** since **April 2019 to Till now.**

**PROJECT DETAILS:**

Project 3:

Project Name : ServiceNow

Client : US Based Client Team Size : 10 Members

Role : Development & testing.

Responsibilities:

* + Worked on client scripts, business rule, UI actions, notifications, script includes, transformmaps.
  + Involved in gathering the requirements, documenting the requirements and get those signed offfrom client and parallelly working on implementing the solution technically.
  + Following the Agile methodology by call with scrum master as well as with team members for thenew enhancements in the project.
  + Working on the Custom modules like SCM, MDM, Finance, ITSM major modules like incident,change, request and tasks
  + Customizing the processes as per the business requirements.
  + Provided consultation to the client for complex business problems facing by the client.
  + Worked on ServiceNow notifications, inbound actions, notification scripts in this project.
  + Created manual factors and adding them to group factors and performing Risk assessments for entity and control mapped to that entity and based on the responses calculating overall computed score for risk.
  + Created schedule job to trigger notifications in Daily, Weekly and Monthly bases.
  + Implementing, configuring, and administrating GRC plugins.
  + Got the exposure in all aspects like supporting, Quality assurance, consulting, managing the team.
  + Created multiple templates for the HR support team using document builder a custom module inthe project.

# Project #2:

Project Name : Australian Based

Client Role : ServiceNow Developer

Tool : Service Now

Responsibilities:

* Service-Now implementation and development.
* Working with and functional requirements within Service Now for CMS, Request Management, Incident, Problem, Knowledge, Change, Core Platform, Web services, interfaces etc.
* Application UI Configuration
* Scripting and advanced conditioning and worked on CMDB.
* Documentation of changes and new development as technical and functional specs.
* Design and implement new functionality using Business Rules, Client Scripts, UI Policies, UI Scripts, UI Actions, UI Pages and Script Includes.
* Service Catalog and Request Workflow Design.
* Customized Incident/Problem/Change/Service catalog applications using Business rules, Client scripts.
* Responsible in building Catalogs, Catalog categories and Record producers.
* Defined users, groups and roles and providing accessing permissions
* Developed Incident, Service Level Management (SLM) and Service Catalog modules.
* Process flow is configured for Incident Management based on various states of ticket.
* Generic Workflow designed for Service Catalog items as per client requirements.
* Notifications configured on Incident management to send mails to responsible persons at different stages.
* Worked on CSM where the roles and approvals are enabling to business customers.
* Client scripts, Business rules, UI Policies, Access Controls and UI Actions are written to provide validations and buttons and to limit access privileges in Incident, Service catalog modules.

# Project #1:

Project Name : UK based Client

Client Role : ServiceNow Developer

Tool : Service Now

Responsibilities:

* + Service-Now implementation and development.
  + Working with and functional requirements within Service Now for Request Management, Incident, Problem, Knowledge, Change etc.
  + Application UI Configuration
  + Scripting and advanced conditioning
  + Documentation of changes and new development as technical and functional specs.
  + Design and implement new functionality using Business Rules, Client Scripts, UI Policies, UI Scripts, UI Actions, UI Pages, Script Includes, and Access Control Lists.
  + Service Catalog and Request Workflow Design and Configuration.
  + Created various workflows for Incident Management, Change Management, Service Requests and SLA's

# Technical Certifications:

* + - Service Now Certified System Administrator
    - Micro Certification – Flow Designer
    - Micro Certification – ATF
    - Micro Certification – Virtual Agent.

# Chennai VEERAMALLA VENKAT SAI