RESUME

Roopa Devi B   **MB No : +91 7483670161**
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Career Objective:

To establish myself as a software developer / designer with an integrated enterprise business solution provider through a long-time commitment where I can utilize my past professional experience and my technical skills in a challenging environment that utilizes teamwork effortfordeveloping, learning and researching, contributing to company's growth and in turn ensuringmypersonal and professional growthwithin the organization.

Work Summary:

- Having 5+ years of successful experience which Includes 3.5+ years of experienceinall phases of ServiceNow and in solutions design, development, and implementationof ServiceNow.

- As an administrator handled the weekly releases,clone process,end to end incident processes and upgrade processes as well.

- Have been part of the integration team where I have integrated third party applicationsinservicenow using scripted REST integration and SOAP integration.

- Implementation of the Incident/Problem/Change Management, SLA & SRMmodules byfollowing ITIL processes.

- Good hands-on experience in using SNOW utilities such as UI Policies, Data Policies andUI Actions, ITSM Modules includes incident Management,Problem Management,ChangeManagement,Knowledge Management,continual Improvement Management etc.

- Worked as a developer for all the modules across servicenow such as Incident, Change, Problem, Knowledge etc.,..

- Involved in development of many catalog items, Workflows and related codes.

- Involved in creating business rules, client scripts, UI Policies, Data policies, Script includesfor all the modules used by customer

- Good exposure in Service Catalog management design by using utilities like RecordGoodexposure of Background scripts, Glide forms, Glide record, Glide Ajax and its usage. Producer, Order guides, etc.

- Worked on various types of reports scheduled reports as per the business requirements. ● Access

Control List(ACLs),Creating reports

- Knowledge on cloning, pre-cloning and post-cloning activities.

- Created notifications, events

- Working Knowledge on Import Sets and Update Sets, SLA's, Workflows, Service Catalog

- Worked as a developer for service catalog items cloud migration. ● Worked on

Debugging Client scripts and Business Rules.

TECHNICAL PROFICIENCY:

ServiceNow: Administration, Customization, Configuration, Implementation, Scripting, Servicecatalog, Workflows, Servicenow portal, Integration,ITSM Modules Incident/Problem/ChangeManagement, CSS.
Languages : Java script, HTML, CSS.
Database: SQL (DDL Commands, DML Commands, Joins ,UNIONS).

WORKING EXPERIENCE:

- Started professional Journey with Q **Conneqt Business Solutions** fromJuly 2018to2021September.

- Worked with TCS from 2021 September to 2022 January

- Worked with **_VOIS from** 2022 January to 2023 October.

PROJECTS WORKED ON:

Project: AX – Sensis
Type: Development & Maintenance
Role: Developer

Description: AXIOM Sensis is the state-of-the-art recording system in electro physiology and hemodynamic diagnosis and intervention. Migration of Legacy Barcode Reader component to C# through interoperability to support the new documentation tool. Procedure Log WCF data services Design and development

Roles and responsibilites:

- Involved in integration approach design and development

- Configured inbound email action for incident creation and update

- Customized solution for updating incident records based on the incident number in the subject lineandupdating incident record fields to identify updates received

- Building scripted REST APIs for e-bonding of the incident, Problem task and request task, andconsuming APIs to create or update records

- Developed UI Policies, Data Policies, UI Actions, ACL's, Client Scripts, the script includes, Business Rules, notifications

- Worked on Agent Workspace, Advance work assignment, Virtual Agent, Performance Analytics
- Worked on Inbound email actions for creating cases and incidents from email and setting fieldvaluesfrom email body content

- Worked on CSM Portal configuration and customization

- Created various workflows for Incident Management, Change Management, Service Requests and SLA's

- Coding and review findings as per the best practices of Service Now ● Analysis of Impact during the

Instance Upgrade. Creating the SDLCs and fixing issues. ● Creating and Managing the Application IDs.

● Creation of Change Request (CR) and Approval Process in ServiceNow.

● Configured Service Portal widgets as per requirement

● Form designing/design modification/validation of incident/ service catalog.

● Deployment of all break fixes weekly and troubleshooting the issues encountered. ● Creation and automation of Reports on weekly, daily, on-demand as per the requirement. ● Configured and designed various Homepages, Reports, and Filtersto different providers as per the need. ● Worked on various modes of importing data through Import sets.

Project: Telecom Industry

Type: Development & Maintenance

Role: Service-Now Administrator/Developer.

Roles and responsibilities:

● Created various workflows for Incident Management, Change Management, Service Requestsand SLA's

● Designed and modified various complex workflows as per the customer requirement. ● Implementation, customization and configuration of different Service Manager Modules likeChange Request, ESS, Service Desk, and Service Catalog.

● Developed UI Policies, Data Policies, UI Actions, ACLs, Client Scripts, BusinessRules, transform maps, notifications, Workflow's, Script Include, form layout.

● Defined SLA, OLA and Contract for the customer. Configured SLA workflowfor the advanced SLA configuration. Import of configuration, data and working on reports, dashboard.

● Configured Business Rules for customizing the tool. Prepare documentation for requirements, design, installation and unit testing and system integration of Service-Now

● Configured dashboard view and access

● Customized Incident/Problem/Change/Service catalog applications using Business rules, Client scripts.Used Transform maps to import Data to Configuration Management.

● Using Workflow Editor for creating workflows. Worked with import, update sets ● Participated in validating Form and Table level using UI Policies.

● Created Email notifications, Email Templates and Mail scripts, trigger email notifications from server side scripts by using events existing in the event registry.

● Created Scheduled script jobs and Scheduled generation and distribution of reports. ● Using ACL's for providing field level security and table level security.

● Worked on bug fixes related to service catalogs, Incident management workflows,

securityrules, business rules, and scripts included.

EDUCATIONAL PROFILE:

● Bachelor of Science from Vijayanagara Sri Krishnadevaraya University. 2019 PassedOut.

Personal Details:

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