

✉ surekha.k43@gmail.com

☎ +91 9502149827

📍 Hyderabad

in LinkedIn Profile

# Surekha Kalthi

ServiceNow Developer

## SUMMARY

Hyderabad

- 10+ years of experience in IT under Banking, Financial & Life Sciences Projects in Production support and development area.
- Responsible for Designing, Developing, Testing, and implementing specifications provided by client.
- Worked on ITIL Process (Incident, Service Request, Task), handling enhancements related to form changes, worked on customized Catalog item development (UI Policies, Client Scripts), Workflow designing (Approval Process, Mail notifications).
- Expert in handling issues related to Payments in Financial Banking & also issues related to ServiceNow tool.
- Good experience in non-Production support for 2.4 years and after that in Production support & Development till date.
- Scheduling trainings for new joiners as part of On-boarding program.
- Having good judgmental skill while reporting and prioritizing incidents and handling calls with customers.

## PROFESSIONAL EXPERIENCE

### Sr Software Engineer

Oct '12 - Jun '18

#### Wipro Technologies

Chennai

Client: Standard Bank of South Africa (SBSA) & Lloyds Banking Group Projects

- Generic Switch deals with processing the transactions coming from ATM and POS machines.
- Postilion is an ACI product which is used to route these transactions to their destination for further processing and in the case of internal transactions it will only process them.
- We will be fixing the issues related to ATM, POS, and IB.
- Had good experience of Incident Management and Change Management.
- And checking the issues related to Internet Banking issues.

### Sr. Associate

Jul '18 - Apr '22

#### Cognizant

Hyderabad

Client: Merck

- Merck is a Life Science project, where I have worked in Production support and Maintenance area.
- Creating custom catalog items(Automating workflows, UI Policies, Client Scripts, Script Includes, Business Rules)
- Handled stories development in ServiceNow related to customized Catalog item (Requirement collection from user, analysis, development, Unit testing, UAT).
- Hands on experience in Web Services integration(REST).
- Knowledge on web technologies(JavaScript, XML, HTML, HTTP).
- Handled PPM (Project Portfolio Management) application which is completely customized. Effectively working with stakeholders to the project.
- Worked on ITIL Process [Incident, Service Request] handling support activities, Catalog items development, Workflows, Reports, Record Producers enhancement work, Changes in chat functionalities and Ticket Categorization configuration.
- Understand business requirements and implement technical requirements while working with standard design principles. Experience of estimating development effort for requirements.
- Act as a mentor to support less experienced colleagues.
- Handling monthly/weekly deployment activities.

### Technical Specialist

Apr '22 - Jan '23

#### LTIMindtree

Hyderabad

Client: The Carlyle Group

- The Carlyle Group is an American multinational private equity, alternative asset management and financial services corporation.
- Worked in this project from 2022 April to Jan 2023. I was assigned to ITAM related development activities which involves Now Mobile development(both HAM & SAM).
- Developed OOB functionalities of Consumables on Agent mobile App.
- Also worked on Infrastructure and Operations related development activities.
- Building Catalog items – Form, Workflow, AD Orchestration, Microsoft Exchange orchestration, Data sync activities (Transform maps, Data Sources).

## KEY SKILLS

---

ServiceNow  
ServiceNow ITSM, ITAM

## SCRIPTING LANGUAGES

---

JavaScript  
PowerShell

## CERTIFICATIONS

---

ServiceNow CSA

## TOOLS

---

Postilion  
GPP  
SPA  
Trade Innovations  
Remedy

## EDUCATION

---

**BSc Computer Science**  
Priyadarshini Degree College  
Kakatiya University  
Location: Kothagudem