**PRIYANKA YELLA**

Professional Summary

* IT professional with total experience of 4 years in IT Industry and with more than three years of experience as a ServiceNow ITSM Development, Maintenance and Administration.
* Experience on technical implementation of various Service Now modules such as customer service management, Asset management, Incident Management, Problem Management, Change Management, Service Catalog, Configuration Management.
* Experience in Business Management modules like Human resource Management, Survey Management using ServiceNow.
* Experience in Email Integration, External Web Services Integration (both SOAP based, and Rest based) in ServiceNow.
* Experience in DocuSign Integration for electronic signatures through the DocuSign Service.
* Experience in use of coding languages like HTML, CSS, JAVASCRIPT.

**CERTIFICATIONS:** ServiceNow Certified Administrator, ServiceNow IT Service Management

**MICRO CERTIFICATIONS**: Performance Analytics, Application portfolio management, Agile and Test Management Implementation

Professional EXPERIENCE

V-Soft Consulting Corporation Pvt Ltd.|

ServiceNow Developer (2017 – Till Date)

* Worked with Incident, Problem, Change and Knowledge management, Service catalog Management, HR Management, custom applications in Service Now.
* Hands on Experience in scripting which includes Client Scripts, Business Rules and Script Includes.
* Functional knowledge and implementation experience of IT Service Management (ITSM) frameworks and demonstrated project management skills and experience working directly with customers and clients.
* Excellent work ethics, self-motivated, quick learner and team oriented.
* Developing different reports like bar charts, pie charts, list reports and scheduling reports
* Creating catalog items and creating record producers in service catalog
* Have Worked on ACLs (Access Control list), SLAs (service level agreements), UI Policies, UI Actions, UI Pages, UI Macros, Email Notifications, Workflow and Service Catalog.
* Experience in Web-Services Integrations.
* Have good experience with Data sources like import sets and update sets.
* Verify change requests and defects; documenting, tracking and communicate test plans, test results and unresolved problems; preparing test reports.
* Goal and team-oriented, comfortable working in a fast-paced environment.

Projects undertaken

Client: Internal project (V-Soft Consulting)

Project 1: CSM-PPM Integration | *January 2021-Till date*

**Responsibilities:**

* Configuration on CSM investment portal
* Working on cases, Accounts, contacts and configuring customer service management portal

Client: Herc

Project 2: Herc Rentals | *January 2019 – June2020*

Employees has access to request wide range of items and services from the portal.

**Responsibilities:**

* Involved in Designing, Development and Service Portal.
* Worked on Widget Configurations.
* Created Client Scripts for front end validation.
* Have experience in ServiceNow cloning and upgrade process.
* Generating the reports and verifying the data matches with the requirement.

Client: Internal project (V-Soft Consulting)

Project 3: HR| *January 2018 - Till Date*

Employees will fill the onboarding form and submit for the approval to their HR Manager. As a admin/developer active the HR plugin and developed the application as per client requirement.

**Responsibilities:**

* Implemented HR Module for the origination.
* Created Application, Modules, Menus and related tables for the application.
* Involved in the analysis, Design, Coding, modification and implementation of user requirements.
* Implemented user onboarding process.

Client: Internal project (V-Soft Consulting)

Project 4: Delta Dental | *November 2018 - Till Date*

**Responsibilities:**

* Implemented the domain separation for the client.
* Implemented the ITSM (Incident, Problem and Change) with in the domain.
* Created Service Portal, Service Catalogs and Workflow for the catalog item within the domain.

Client: Internal project (V-Soft Consulting)

Project 5: VBO | *March 2018 - Till Date*

Employees create the timesheet, expenses and submit for the approval to their manager. Admin can generate the invoice to approved timesheet to the employee.

**Responsibilities:**

* Involved in Designing, Development and Service Portal.
* Building complex components when required.
* Worked on Widgets to create pages.
* Created Client Scripts for front end validation.
* Customizing SLAs based on the requirement.
* Checking the SLA conditions met as per the requirement.

Client: Internal project (V-Soft Consulting)

Project 6: Expense Tracker | *October 2017 – December 2017*

Provides the facilities for the employee to submit the expenses and get the e-sign approval for their manager.

**Responsibilities:**

* Involved in Designing, Development and Implementation of CMS (Content Management System).
* Worked on UI Macros to create pages.
* Worked on Users, Group and Role management.
* Generated pie and list report.
* Created the ACL to restrict the users based on their roles.
* Deploying applications in Service-Now

Client: UCQ

Project 7: UCQ| *May 2017 - September 2017*

Employees has access to request wide range of items and services from the portal and Request is approved by the Manager the flow of the request runs codelessly and the process is done by workflows.

**Responsibilities:**

* Developed Service catalogs
* Created variables, Variable sets.
* Created Client Scripts for front end validation.
* Created Business Rules, UI action, UI Policy.
* Created Service Portal and Workflows for the catalog.

EDUCATION

**B. Tech (Electronics and communication Engineering) – 2017**

**CMR College of engineering and technology**

**JNTU**

**Intermediate (Board of Intermediate)**

**Toppers Junior Collage**

**Secondary School Certificate (SSC)**

**BHASHYAM HIGH SCHOOL**