

**VENKATA HARI PRASAD GURRAM**  
**ServiceNow Developer**  
E-mail: [gurramhari48@gmail.com](mailto:gurramhari48@gmail.com)  
Phone: +91-8106291204

### Professional Summary:

- **6.4 years** of experience as IT professional with over **5.6 years** of hands-on experience in **ServiceNow** Analysis, Development, Maintenance, Support and Administration.
- Experience in Configuring Applications using Service-Now tool, used in ITIL Management.
- Deep functional and technical knowledge of the **ServiceNow** platform as well as experience delivering medium to large-scale **ServiceNow Implementations**.
- Developed solutions using **JavaScript, Web Services, SOAP** and other web technologies to integrate **ServiceNow** with internal/ external systems and tools.
- Involved in managing system configurations, gathering and documenting user and process requirements, developing workflow customizations, and performing quality assurance testing, user acceptance testing and third-party integration for **Service Now** .
- Strong Experience in **Design, Development and Execution** of Test cases, Test Scenarios and Automated Scripts.
- Hard working, highly motivated, and reliable individual with a constructive approach to the business, client and to other team members.
- Good experience in developing **Workflows** and **Flows** in customizing the applications in **ServiceNow** using **JavaScript, Jelly, XML, and HTML**.
- Experience in creating the **Custom Applications, Modules** in **ServiceNow** as per the requirements.
- Experience in working on the **ITIL Process Configuration** like **Incident and Problem Management, Change Management, Knowledge Management, CMDB, Asset Management & Service Catalog Management** in **ServiceNow**.
- Experience on the implementation and maintenance of **Business Rules, Client Scripts, and UI Policies**.
- Good understanding and hands-on **Glide Forms, Records, Scratchpad, AJAX and Glide System** used in **UI Actions, Business Rules, Client Scripts**.
- Worked on creating users, roles, groups.
- Data modelling and creating **ACL** for new custom tables. Also, involved creating Custom Application and Modules.
- Good knowledge of **CMDB** and **Asset Management** Services: Business Services and Configuration item relationships.
- Worked with **Import Sets** and **Update Sets** in **ServiceNow**.
- Expertise on creation of **workflows** for **Service Catalog Items** in **ServiceNow**.
- Experience in working with **ServiceNow Orlando, Paris and Quebec**.
- Experience in all phase of **SDLC** like **Requirement Analysis, Implementation, Maintenance** and extensive experience with **Agile** and **SCRUM**.
- **Configured ServiceNow** tool for the defined processes. Design and develop scripts and flows for any customization required. Supporting **Power shell scripting** in workflows.
- Developing and configured **Business Rules, Script Includes, UI Policies, and Catalog UI policies, Catalog Client Scripts, Client Scripts, UI Actions, UI Macro, Dynamic Content** etc.
- Worked on **ServiceNow ITSM** solutions to give end to end visibility into **ITIL** processes and infrastructure through a single system of record.

### Technical Skills:

- **ITIL Services** : ServiceNow, CMS
- **Programming Languages** : JavaScript, SQL, HTML, CSS
- **Software Methodologies** : SDLC, Agile, Scrum, Waterfall

- **Web Services** : REST, SOAP
- **Database** : MySQL
- **Database Tools** : SQL Client, SQL Developer
- **IDE** : Eclipse
- **Tools and Packages** : MS Office, MS Visio

**Certifications:**

- ServiceNow Certified System Administrator
- ServiceNow Certified Application Developer

**Education**

B. Tech Computer science from RISE Group of Inst JNTU Kakinada with 72%

**PROFESSIONAL EXPERIENCE:**

Working as a Senior Technical Consultant **WNS Vuram** August 2023 to till date

Worked as a Software Engineer **Gap Inc** October 2021 to July 2023

Worked as a Senior Project Engineer **Wipro** March 2020 to October 2021

Worked as a Technology Analyst **Ciwin Systems PVT LTD** July 2017 to March 2020

**WNS Vuram**

**Client Name: HSBC**

**Duration : August 2023 to till date**

**Designation: Senior Technical Consultant (ServiceNow Developer)**

**Responsibilities:**

- Implementation, Customization and Maintenance, such as Incident Management, Change Management, Problem Management, Knowledge, Service Catalog, **CMDB**, User Administration, **SNOW** Reporting, Discovery and Service Mapping in ServiceNow.
- Procurement Operations Management, Supplier Life Cycle Management.
- Shopping Hub controlling of UI related to end user experience of Suppliers.
- Creation and modification of Supplier and Supplier Products data
- Procurement and Supplier management Workspaces and Virtual Task Board.
- Integration between ServiceNow and Oracle Fusion
- Loading of Banner data by using import sets.
- Creation of new customized tables, Ui Polices, Client Scripts, Business Rules, Scheduled Jobs, UI Actions, Events , UI Scripts ,Workflow ,Flow Designer ,Notifications, Update Sets ,Service Catalog , Record Producers ,Mid Servers ,ACL's ,SLA , Reports and Dashboards .

**Gap Inc**

**Duration : October 2021 to till date**

**Designation: Software Engineer (ServiceNow Developer/Admin)**

**Responsibilities:**

- Development of Service catalog which includes creating new catalog items, designing workflows, Flow Designer and execution plans.
- Implementation, Customization and Maintenance of **ITIL modules** such as Incident Management, Change Management, Problem Management, Knowledge, Service Catalog, **CMDB**, User Administration, **SNOW** Reporting and Discovery in ServiceNow
- Supporting Production Instance includes handling Incident, change and working on Catalog tasks.
- Worked on **CMDB** and Asset management. Performed Data migration to import data from other applications and external databases.
- Managed **Users, Groups and Roles, Advanced Schedule jobs and Business rule** creation. Managed data with **Tables, the CMDB, Import Sets, and Update Sets.**
- Worked on various modules of Service Now like Incident management, Change management, and Problem management, **Service Catalog**, User Administration, Reporting, Dashboards and Discovery.
- Created various front-end forms, and associated **Client Scripts, UI policies, including UI actions.**
- Developed workflows and in customizing the applications in ServiceNow using **Java script, HTML.**
- Design and implement new functionality using **Business Rules, UI Policies, and Access Lists** etc.
- Involved in cloning activities like raising the request for cloning and excluding some tables to not come under cloning.
- Supported the team responsible for the implementation and administration of the **ServiceNow installation**, including managing system configurations, gathering and documented user and **process requirements, developing workflow customizations**, and performing quality assurance testing and user acceptance testing.
- Perform day to day administration of **Service-Now** in Development, Test and Production environments to maintain business services and configuration item relationships in Service-Now.
- Experience in using the **Agile.**
- Responsible for various workflows for **Incident Management, Change Management, Service Requests and SLA's.**
- Experience on **ServiceNow Customizations** as per client's requirement.
- Worked on setting up **Email Notifications** for different **ITIL modules in ServiceNow.**
- Involved in Configuration, **Web Services, Catalog Client Scripting, SOAP**, developing complex workflows.
- Good experience in developing workflows and in customizing the applications in **ServiceNow** using **Java script, Jelly, AJAX, CSS, and HTML.**
- Worked on creating **Users, Roles, Groups** and load the data to **ServiceNow** objects using import sets on daily, weekly, monthly and on request basis.
- Worked with business analyst to create and modify **Service Catalogs and Request Workflow Designs.** Designed and implemented new functionalities.
- Developed workflows and in customizing the applications in **ServiceNow** using **Java script, AJAX, HTML.**
- Experience in configuring the **SLAs** for various **ITIL processes** as per the client requirements.
- Worked on **configuring Incident Management, Problem Management, Change Management, Knowledge Management, Asset Management, CMDB, Service Catalog and SNOW Reporting** using **ITIL** process.
- Developed solutions using **JavaScript, Web Services, REST** and other web technologies to integrate **ServiceNow** with internal/ external systems and tools.
- Utilized **Java Scripting** to deliver solutions that automate and audit business processes using **UI Policy, Client Script, UI Action and Business Rules.**
- Wrote **Catalog** client scripts and **UI policies** to make client-side changes and created the UI pages to use them in catalog items.

## WIPRO

**Client Name: ANZ Bank**

**Duration : April 2020 – October 2021**

**Designation: Senior Project Engineer (ServiceNow Developer)**

**Client Description:** The **Australia and New Zealand Banking Group Limited**, commonly called ANZ, is an Australian multinational banking and financial services company headquartered in Melbourne, Australia. ... ANZ was established on 1 October 1951, when the Bank of Australasia merged with the Union Bank of Australia Limited.

#### Responsibilities:

- Supporting Production Instance includes handling Incident, change and working on Catalog tasks.
- Worked on **CMDB** , performed Data migration to import data from other applications and external databases.
- Managed **Users, Groups and Roles, Advanced Schedule jobs and Business rule** creation. Managed data with **Tables, the CMDB, Import Sets, and Update Sets.**
- Worked on various modules of Service Now like Incident management, Change management, and Problem management, **Service Catalog**, User Administration, Reporting, Dashboards and Discovery.
- Created various front-end forms, and associated **Client Scripts, UI policies**, including **UI actions.**
- Developed workflows and in customizing the applications in ServiceNow using **Java script, HTML.**
- Design and implement new functionality using **Business Rules, UI Policies**, and Access Lists etc.
- Perform day to day administration of **Service-Now** in Development, Test and Production environments to maintain business services and configuration item relationships in Service-Now.
- Experience in using the **Agile/Scrum methodology.** Knowledge in understanding of **ITIL V3** and its components.
- Responsible for various workflows for **Incident Management, Change Management, Service Requests and SLA's.**
- Experience on **ServiceNow Customizations** as per client's requirement.
- Worked on setting up **Email Notifications** for different **ITIL modules** in **ServiceNow.**
- Involved in **Design, Development, and Implementation of Service Portal.**
- Involved in Configuration, **Web Services, Catalog Client Scripting, SOAP**, developing complex workflows.
- Good experience in developing workflows and in customizing the applications in **ServiceNow** using **Java script, Jelly, AJAX, CSS, and HTML.**
- Worked on creating **Users, Roles, Groups** and load the data to **ServiceNow** objects using import sets on daily, weekly, monthly and on request basis.
- Worked with business analyst to create and modify **Service Catalogs** and **Request Workflow Designs.** Designed and implemented new functionalities.
- Developed workflows and in customizing the applications in **ServiceNow** using **Java script, AJAX, HTML.**
  
- Experience in configuring the **SLAs** for various **ITIL processes** as per the client requirements.
- Worked on **configuring Incident Management, Problem Management, Change Management, Knowledge Management, Asset Management, CMDB, Service Catalog** and **SNOW Reporting** using **ITIL** process.
- Developed solutions using **JavaScript, Web Services, REST** and other web technologies to integrate **ServiceNow** with internal/ external systems and tools.
- Utilized **Java Scripting** to deliver solutions that automate and audit business processes using **UI Policy, Client Script, UI Action** and **Business Rules.**
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- Wrote **Catalog** client scripts and **UI policies** to make client-side changes and created the UI pages to use them in catalog items.

**Environment:** ServiceNow Orlando, Paris, Quebec, JavaScript, HTML 5, CSS, Service Catalogs, CMDB, REST, Incident Management, Change Management, Problem Management.

**Company Name:** Ciwin Systems PVT LTD

**Duration** : July 2017 – March 2020

**Designation:** Technology Analyst (ServiceNow Developer / Admin)

#### Responsibilities:

- Worked on **CMDB** and Asset management. Performed Data migration to import data from other applications and external databases.
- Worked on various modules of Service Now like Incident management, Change management, and Problem management, **Service Catalog**, User Administration, Reporting and Discovery.
- Created various front-end forms, and associated **Client Scripts, UI policies**, including advanced customizations that require modification of **UI Pages/Macros.**

- Developed workflows and in customizing the applications in ServiceNow using **Java script, AJAX, HTML**.
- Design and implement new functionality using **Business Rules, UI Policies**, and Access Lists etc.
- Configured multiple Catalog Items **Front-end web / GUI components** using **JavaScript, Soap, web services, CSS, HTML5**
- Involved in cloning activities like raising the request for cloning and excluding some tables to not come under cloning.
- Supported the team responsible for the implementation and administration of the **ServiceNow installation**, including managing system configurations, gathering and documented user and **process requirements, developing workflow customizations**, and performing quality assurance testing and user acceptance testing.
- Wrote **Catalog** client scripts and **UI policies** to make client-side changes and created the UI pages to use them in catalog items; implemented using UI scripts.
- Development of Service catalog which includes creating new catalog items, designing workflows and execution plans.
- Implementation, Customization and Maintenance of **ITIL modules** such as Incident Management, Change Management, Problem Management, Knowledge, Service Catalog, **CMDB**, User Administration, **SNOW** Reporting and Discovery in ServiceNow
- Supporting Production Instance includes handling Incident and working on Catalog tasks.
- Creating the **UI pages** to use them in catalog items, implemented using **UI scripts**.

**Environment:** ServiceNow, JavaScript, HTML 5, Service Catalogs, CMDB, REST, Incident Management, Change Management.