**Tharun Seelam**

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**Technical Summary**

* Total having **3+years** of Experience in IT and 2.5+ 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.
* Experience into Event management related to ITBM.
* 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 servicenow 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.
* Working with scheduled jobs, events and triggers to manage business needs and handle background work.
* Managing Servicenow data using Import sets and transform maps.
* Created Email notifications in Servicenow.
* Service catalog creation to fulfill different Business requirements.

**Certifications**

* Certified System Administrator - CSA
* Certified Implementation Specialist - CIS
* Micro Certification – Service Portal

**Employment History**

Currently working with **Accenture, Kolkata** as Application Engineer – III since Sep 2019 to Present

**Projects & Responsibilities**

**Project 1:**

**Client : ING**

**Role : Associate Consultant**

**Environment : Service Now, JavaScript**

**Project Description:**

* Worked on CMDB created identification and reconciliation rules to update CMDB CI’s
* Maintaining CMDB health Completeness, Correctness and Compliance
* Worked on change tasks to update CMDB
* Worked on CMDB requests to insert or update CI into CMDB
* Created transform maps mapped fields and created transform map scripts to update CMDB.
* Worked on Incident management, Knowledge management, Service level management and Request fulfilment.
* Service-Now consultation and implementation
* Grooming new comers and sharing knowledge.
* 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.
* Worked on event management as well and capable of managing the ITBM process.
* 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
* Participated in validating Form and Table level using UI Policies.
* Worked with Import and Update sets.
* Created Email notifications, Email Templates and Mail scripts, trigger email notifications from server side scripts by using events existed in event registry.

**Project: 2**

**Client : SG**

**Role : Associate Developer**

**Environment : Service Now, JavaScript**

**Project Responsibilities:**

* 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.
* Worked on ITBM. As worked in event management.
* Imported the data to CI Tables via XML as per the client requirements. Worked on with CMDB related dashboards.
* Also worked for External Customers where we need to give access to mail or chat via CSM
* Worked on Incident Management, Change management, Problem Management, Knowledge Management module.
* Creating and maintaining scheduled jobs.
* Used Background scripts in case of any data validations.
* Created various notifications at different stages.
* Configuring Users, Groups and Roles.
* Created ACL’s based on the security mechanism provided by Customer and best practices.
* Developed Incident, Service Level Management (SLM) and Service Catalog modules.
* Process flow is configured for Incident Management based on various states of ticket.
* New workflows designed for Service Catalog items as per client requirements.
* Notifications configured on Incident management to send mails to responsible persons at different stages.
* Client scripts, Business rules, UI Policies, Businesses Rules, Access Controls and UI Actions are written to provide validations and buttons and to limit access privileges in Incident, Service catalog modules.
* Worked on Change management, Incident Management, Problem Management module.
* Creating and maintaining scheduled jobs.
* Used Background scripts in case of any data validations.
* Worked on Content Management by creating sites and pages.
* Created various notifications at different stages.
* Configuring Users, Groups and Roles.
* Created ACL’s based on the security mechanism provided by Customer and best practices.