

**Service Now Certified System Administrator**

**SUDHEER YELESWARAM**

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**JOB OBJECTIVE**

To be associated with a progressive organization that gives me the scope to apply my knowledge & skills and be part of a team that dynamically works towards success.

**PROFILE SUMMARY**

* Presently I am associating with TEK systems with total of 8.6 years of experience and 2 year as a Lead.
* Excellent knowledge for implementation of Incident Management, Problem Management, Change Management, knowledge management and Service Catalog.
* Administrate, update and development of Service Now applications, modules business rules, client script, UI Action, UI policy, email notifications, Scheduled Jobs, Script Includes, Events, forms, SLAs, reports, Access Controls, Workflow, User Administration, Update sets and Field Administration etc.
* Hands on experience in ITIL process and all ITSM modules.
* Experience in designing ITSM solutions with my detailed knowledge of major ITSM tool Service Now.
* Good exposure on ITBM.
* Knowledge in Integration like LDAP, SSO, Email in bound & Service Request creation via web services in Snow.
* Experience in Event management and alert management.
* Experience in REST web services by integrating the third-party application.
* Experience in customizing the Service Portal and working with the Widgets.
* Experience in creating the widget and applying the widget in the service portal page.
* Working with the cloning of the widget in service portal.

**CORE COMPETENCIES**

Incident Management Problem Management

Change Management Crystal Reports Administration

Service Now Administration Service Request Management

**ORGANISATIONAL EXPERIENCE**

**Jun’2020-Till date Tek Systems, Bangalore as a Service Now Developer**

Role: Service Now Developer

Team Size: 8

Period: Jun’2020 to till date

**Highlights**:

* Worked on catalog forms, workflows, Business Rules, Client scripts.
* Worked on Forms, Data loading, Transform maps and Update sets.
* Worked on SAML integration in User Group management.
* Worked on Change requests to send automatic notifications.
* Worked on Alert management and Event management.

**Feb’2016-Aug 2018 Aspect, Bangalore as a Service Now Developer**

Project: Concur

Role: Service Now Developer/ Team Lead

Team Size: 5

Period: Feb’16 to Aug’18

Description: Concur is an internal project for Aspect employees where they can create a report regarding their reimbursement. Concur helps the employees by giving new employee related data, projects related data and the Expenses related information.

**Highlights**:

* Worked as a Team Lead for 2 years and as a Service Now SPOC.
* Mentoring and training new team members on their assignments and gave training on Service Now development and support activities.
* Customization and configuration of Service Request, Incident management, Problem Management, Change Management.
* Involved in development for the various modules using Business rules, Client scripts, UI Polices, Script Includes.
* Interaction with functional/process owners over phone to understand the business processes and new requirements.
* Creation of new service Catalog items, order guides, record producers and modifying the existing ones as per the new requirement.
* Deploying the developed code to Test/Production instances using Update Sets.
* Providing support during the UAT process and postproduction deployment.
* Root Cause Analysis for the incidents and interruptions in process flow and applying fix for the same within the SLA duration.
* Interacting with end users to get the requirement, checking the feasibility on Service Now, and deploying the same.
* Worked on REST integration with third party tool.
* Worked on portal with minimum customization.
* Created multiple transform maps and transform scripts.

**Feb’16-Aug'18 Aspect, Bangalore as a Service Now Developer**

Project: Tangoe

Role: Service Now Developer/ Team Lead

Team Size: 5

Period: Feb’16 –Aug’ 18

Description: Tangoe is an internal project. Tangoe is a third party source to pay the international invoices related to the Aspect software. By using this we can generate the invoices and process these bills for the payment.

**Highlights:**

* Worked as Lead for 2 years.
* Customization and configuration of Service requests, Incident management and Change management.
* Involved in development for the various modules using Business rules, Client scripts, UI Polices, Script Includes.
* Worked on Form, Access Controls and customization of Reports.
* Worked on change tickets and incident tickets and resolving with in SLA.
* Worked on Multi-tenant environment.
* Created reports, dashboards and SLA as per the Change Request.
* Worked on database views and scheduling reports.
* Involved in LDAP integration on transform map script mapping and schedule jobs

**Dec’13-Feb’16 IBM, Bangalore as a Senior Software Engineer**

Client: **GTM Sweden**

Role: Service Now Developer

Team Size: 11

Period: Nov’14 – Feb’16

Description: Global Travel Management (GTM) is a web based application, which allows corporate clients to make their Reservation and booking for all other travel needs which includes Flight, Train, Ground transportation, Rental cars and also Hotel bookings. This Web based Application automated the corporate travel activities and the works of travel agencies, the application includes a Travel/Sales agency too which interacts with the various clients to fulfill the travel needs.

**Highlights:**

* Customization and configuration of Service requests and Change management.
* Involved in development for the various modules using Business rules, Client scripts, UI Polices, Script Includes.
* Worked on UI Pages, Forms, Access Controls and customization of ESS.
* Worked on Incident, Service Request Tickets and User administration activities.
* Working on Support tickets (Incident & Service Request).
* Providing access to end users based on RITM.
* Moving Update set form DEV- UAT- PROD.
* Creating groups and associating to respective application.
* Creating back group script to update the read only fields on all the modules form.

**Dec’13-Feb’16 IBM, Bangalore as a Senior Software Engineer**

Client: APEX Finance

Role: Sr. Software Engineer

Team Size: 8

Period: Dec’13 – Nov’14

Description: APEX Finance is a leading finance company in UK for over 25 years required an analytical data warehouse. Since it is a finance facilitator company, it has to be link with many kinds of business enhancement and competitive edge using information technology to make better decisions. They are dedicated to customer service and do intelligence analysis of their business, which has become prima-facie of finance sector throughout the UK.

**Highlights:**

* Involved in functional study of the application.
* Involved in writing test cases and executing test cases.
* Verifying the data in target database after ETL process.
* Identified Test Scripts for Regression testing.
* Prepared test data for testing.
* Reporting daily testing status report.
* Developed, Reviewed & Executed Test Scripts and Designed test data
* Interactions with BA & Dev teams to resolve the issues.
* Defect Analyzing and Reporting in QC.

**Nov’10-Dec’13 Wipro, Bangalore as a Software Engineer**

Client: Sun Life Insurance, USA

Role: Software Engineer

Team Size: 12

Period: Nov’10 – Dec’13

Description: This project was started to act as a central data warehouse for policies and claims which is used to convert, extract and migrate the legacy data applications such as to stage and then to cleanse, process and loading into Data Marts..

**Highlights:**

* Prepared test data for testing.
* Create, design and execute test plans and test cases.
* Verifying the data which is loaded into target database.
* Reporting daily testing status report.
* Identify, troubleshoot and provide solutions for potential issues.
* Identified Test Scripts for Regression testing.
* Approved requirements and design specifications.
* Interactions with BA & Dev teams to resolve the issues.

**CERTIFICATIONS**

* Service-Now Certified System Administrator

**TRAININGS**

* Service-Now System Administration
* Scripting in Service Now

**TECHNICAL SKILLS**

* Language**:** JavaScript
* Database: SQL Server

**EDUCATIONAL QUALIFICATIONS**

* Completed MCA from SCSVMVV University in the year 2010.
* Completed BSC Computers from SV University in the year 2007.

**PERSONAL INFORMATION:**

Name : Sudheer Y

Date of Birth : 02/08/1986

Marital Status : Married

**Declaration:**

I hereby declare that the information furnished above is true to the best of my knowledge.

Date: Sudheer Y

Place: Bangalore. (Signature)