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| **Praveen B**  **praveennaik225@gmail.com**  **+91-9182447370** |

**Professional Summary:**

* An ambitious and optimistic Engineer with 4+ years of hands-on experience in the IT industry involved in providing ITIL and IT Service Management Solutions in IT Infrastructure with expertise in the ITSM suite (ServiceNow).
* Experienced in Service Now platform as both Developer and Administrator.
* Hands on experience in creating **Applications, Modules**, in ServiceNow.
* Designed and developed client scripts, business rules using Java Script.
* Configured Applications using Service-Now tool used in ITIL Management. Strong understanding of **ITIL V3**. Deep functional and technical knowledge of the Service Now platform as well as experience in delivering medium to large-scale Service Now implementations.
* Good knowledge of **CMDB and Asset Management Services**: Business Services and Configuration item relationships.
* Extensive experience in the development and customization of **Service Catalog** Items and **Workflows.**
* Experienced in the analysis, development and automation of various ITSM processes including **Incident Management, Change Management, Asset Management, Request Management, Project management, Demand Management**
* Configured Event Management (ITOM) by configuring Connector Instances and Connector Definitions.
* Involved with working in an agile development environment.
* Experienced in SDLC, deploying new applications/modules and controlled code migration from non-production to production environment.
* Develop, configure and maintain Custom service requests using Advanced Interface forms in Service Request Management application to meet Request catalog requirements of the IT business users.
* Attention to detail and complex problem-solving abilities from operational and technical perspective.
* Experienced on Service Watch, **Business Service Mapping** (BSM), LDAP, deploying Discoveries in a Multi-Data center environment and proven ServiceNow implementation experience.
* Experienced on Managing ServiceNow Infrastructure and integrating with **LDAP** and other **SaaS** based applications.
* Knowledge of utilizing cloud technologies including Amazon Web Services (**AWS**), Microsoft Azure Blob and Pivotal Cloud Foundry (**PCF**).
* Good Knowledge on **Field Service Management (FSM).**
* Hands on experience developing **CMS** in ServiceNow.
* Excellent experience in ServiceNow admin and production support.
* Strong problem solving and trouble shooting skills.
* Magnificent verbal and written Communication, strong experience interacting with clients, end-users, understanding requirements, analyzing solutions. Ability to work in tight schedules, team player with strong aptitude towards interpersonal communication with ability to work in team and independently.

**Technical Skills:**

* ServiceNow: ITSM (Version: Helsinki, Istanbul, Jakarta, Kingston, London, New York, Orlando)
* BMC Remedy Mid-Tier 7.6/8.1/8.1sp2
* Programming/Scripting: JavaScript, HTML, XML, CSS, Ajax, C, Java, Software
* Methodologies: SDLC, Waterfall, Agile, Scrum

**Education:** Bachelor of Technology in Electrical and Electronics Engineering-2016 JNTU-K

**Certification:** ServiceNow Admin Certification

**Professional Experience:**

Currently working in Geneca Solutions Pvt Ltd from Dec 2017 –Till Date

**Project #1 Duration: April 2019 to till date**

Project Name : New Jersey-Unified Health Insurance Plans

Client : Health and Human Services Service Area

Role : ServiceNow Developer

Domain             : Healthcare & Insurance

**Description:**

The objective of this project is to implement a fully integrated Health Insurance Exchange and

Integrated eligibility system for New jersey state users.

**Roles and Responsibilities:**

* Develop Service Catalog options, including two-step checkout, cart controls, and variables in a secure environment.
* Perform advanced customizations that include Business Rules, UI Pages, UI Macros, UI Scripts, Script Includes, Client Scripts, workflows, custom tables, reports etc.
* Configure Email notifications and created inbound email actions for various approval and service request tasks.
* Customizing the workflows for various ServiceNow standard tables while aligning with ITIL V3 best practices.
* Worked on Implementation of ServiceNow ITSM modules (Incident, Problem, Change, CMDB & Asset).
* Integrating ServiceNow with IDM for secured access of data repositories.
* Integrated ServiceNow with AD, Jira & DMI incident instances by using rest api’s.
* Create user accounts, roles, groups and Configure LDAP Server and LDAP Listener for updating the user and group table record.
* Validate identity and access management, including monitoring for abuse of permissions by authorized system users.
* Integrate ServiceNow Aegis using REST which terminates and provisions user's access to servers.
* Maintain advanced analytic tools to determine emerging threat patterns and vulnerabilities.
* Investigate performance issues and resolving troubleshooting tools, and examine system logs to find complex issues.
* Developed UI Appearance for Service Catalog Requests in end user portal by using widgets.
* Worked on setting up Service portal content so that it's only available to authenticated users.
* Experience with Service Portal to determine the users logging in to the portal and customization with a combination of system properties and script include.
* Customized and created workflows for change management, Configuration Management, knowledge management and for service catalog items.
* Worked on manual & Discovery process.
* Imported data from different data sources and loaded into CMDB using transform maps.
* In Discovery I use to configure Schedule’s and check logs and also troubleshoot issues**.**
* Worked on Identification and reconciliation rules for not creating duplicates.
* Assist IT personnel in performing ServiceNow Discovery, Cloud Discovery and Service Mapping processes and troubleshooting the errors that arise.
* I use to import data from different data sources and load into CMDB using transform maps.
* Extensive experience of integrating Service Now with third party tools and implementation of SOAP and REST API.
* In Asset management I use to get data from inventory facility services team to load data into ServiceNow.
* Integrated with some tools like Aruba for creating assets.
* Worked on asset now portal which is easily accessible for end users for creating assets from their end.
* Configure and troubleshoot network environment and topology validation in the enterprise environment.
* Created Discovered, Technical and Manual service maps based on the Discoverable ci’s.
* Maintaining the integrity of the Service Mapping tool across production and non-production environments.
* Perform day to day administration of the ServiceNow Service Mapping tool, including mapping additional defined business services into the tool.

**Environment:** ServiceNow, ITIL, Asset Management, CMDB, Incident Management, JavaScript, Angular 4, HTML5, Webservices, XML, jQuery, JSON, Change Management, ITSM.

**Project #2 Duration: April 2017 to March 2019**

Project Name : CDS (Customer Details Service)

Client : M&T Bank, US

Role : ServiceNow Developer/Admin

**Description:**

Customer details are loaded whenever a user login into the net banking. This service is used to get the

Customer details of the user using web services. This service is very high-volume service, for every user

login application will load the Customer details of the user. This service will be given in two formats in

Web services and other in Rest Services For desktop login api will try get the complete customer details

Through webservices, if the customer login through the mobile the service will get the details using rest

services. Api is intelligent enough to identify the client and provide the customer details.

**Roles and Responsibilities:**

* 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.
* Strong skill set in the ServiceNow suite development including SOAP/REST integration.
* Developing user friendly catalog items with experience writing orchestration workflows such as Content Management, Web Services.
* Utilized Orchestration to extend workflows to interact with systems and application code outside.
* Worked on Performance Analytics by providing actionable insight on each level and for every role using key indicators, mobile-enabled scorecards, time charts, analytics, drill-downs, and dashboards.
* Worked on improving IT service delivery and demonstrate how IT is performing to support the business using ServiceNow ITSM.
* Customized the applications using Business Rules, Client Scripts, UI Action and UI Policies, External Data load using Transform maps, etc., based on the application requirements and rolled out the customizations to upper environments using Update Sets.
* Installed and Configured MID server to gather data on local network and devices to be available in ServiceNow.
* Configured Event Management (ITOM) by configuring Connector Instances and Connector Definitions.
* I use to Manage work tasks performed on location and Match tasks to agents based on skills in Field Service Management (FSM).
* Resolve typical Users access, role issues by thoroughly checking active directory and users table.
* Manage ITIL processes monitoring overall system performance using the System Performance and System Diagnostic dashboards. Integrating ServiceNow with other systems and customization.
* Creation of user accounts, groups, roles, creating new and updating existing catalog items. Created, published & retiring knowledge base articles.
* Worked extensively on LDAP integrations. Successfully managed and developed large-scale   
  implementations of ServiceNow across multiple processes and applications for clients in multiple verticals.
* Worked on an Agile (Scrum, Kanban) Development Team to deliver regular updates to business team and project managers.
* Worked on both Hardware assets and software assets.
* Managed users, groups and roles, Advanced Schedule jobs and Business rule creation. Managed data with Tables, the CMDB, Import Sets, and Update Sets.
* Worked with Service Now Event Management by configuring Event Mapping Rules, Event Transform rules, Alert rules, Incident Templates.
* Enabling easy access to information and engaging content for a modern employee experience.
* Providing effective and efficient means of managing and fulfilling employee requests, thus boosting productivity by ITOM.
* Coordinated installation of ServiceNow upgrades and/or service packs. Developed and managed the preparation of systems, test criteria and control for upgrades, service packs, new functionality, enhancements or error correction.

**Environment:** JavaScript, Angular JS, HTML, CSS, Glide script, CMDB, Discovery, Web Services, ServiceNow, ITIL, jQuery.