MALLESWARA RAO

 9966291254

 gattamalleswararao@gmail.com

# PROFESSIONAL SUMMARY:

* Overall, 5+ Years of experience in IT industry and 4.5 years of relevant experience in **ServiceNow**

(Enterprise IT Cloud Tool).

# CSA Certified.

* Work with a team to design, develop, implement, and maintain high-quality technical solutions.
* Quick learner and a good team member having an analytical bent of mind and positive attitude.

# KEY TECHNICAL SKILLS:

• 2 Years hands on experience on ITOM Modules (CMDB Discovery and Service Mapping)

• Worked on CMDB and Asset management. Performed Data migration to import data from other applications and external databases.

• Expert on ServiceNow Discovery module, comfortable deploying discoveries in a multidatacenter environment. Proven ServiceNow implementation experience.

• Experience in working in the AGILE and Waterfall environments on various projects.

• Experience in ITSM Suite of applications using ITIL V3.

• Expert in Performance analytics.

• Hands on experience on various IT Services of Service-Now tool like Service Catalog Requests, Asset Management, Configuration Management, Service-Now Administration, Incident and Problem Management,

• Developed solutions using JavaScript, Web Services, REST, SOAP, and other web technologies to integrate ServiceNow with internal/ external systems and tools.

• Experience on the Implementation and maintenance of Business Rules, Client Scripts,

• Good understanding and hands on experience on Helpdesk / Service Desk.

• Development and customization of various modules in ServiceNow to fulfil the client requests in an ongoing IT Services.

• Expertise on creation of workflows for Service Catalog items in Service-Now.

• Generated JavaScript to create Business Rules, Client Scripts, UI Policies and UI Actions.

• Managed roles and permissions, group creations, ACL’s (access control lists) and Service Level

• Service-Now Administration and Production support including maintenance of lower life cycle instances.

• Migrated update sets among various ServiceNow Instances.

• Experienced in complex transform scripts in transforming the data into the SNOW database.

• Integrated Service Now with third party tools/applications using REST API.

• Hands on experience adhering with SDLC processes like Waterfall, Agile, Test-Driven Development.

• Strong team player, ability to work independently and in a team as well, ability to adapt to a rapidly changing environment, commitment towards learning, Possess excellent communication, project management, documentation, interpersonal skills.

# QUALIFICATION:

* BTech from Jawaharlal Nehru Technological University Kakinada, with 64%,2011-2015
* Intermediate from Sri Krishna Junior college, with 78%, 2009-2011
* SSC from Prathibha High School, with 71%, 2009

# TECHNICAL SKILLS:

* Programming Languages : ServiceNow, JavaScript
* ServiceNow : ITSM, ITAM, TSM, CMDB, Integrations
* Tools & Utilities : MS-Office

# Project Details:

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| **1.** | Project Name: VMIE |
| **Client** | Virgin Media Ireland |
| **Role** | Senior Software Engineer |
| **Organization** | Prodapt Solutions |
| **Team Size:** | Project :20+ | Team: 10 |
| **Duration:** | From: Aug 2022 | Till Date |
| **Environment****(with skill versions)** | Software | Programming Language: ServiceNow (Enterprise IT Cloud Tool), HTML5, JavaScript, HTML, CSS and Basic Jelly. |

**Responsibilities**:

• Hands-on expertise implementing end-to-end Service Catalog, Incident Management, Change Management, Release Management, Problem Management, Configuration & Asset Management, Knowledge Management.

• Scripting and Development, ServiceNow provides a powerful scripting platform, including JavaScript, Glide Record API, Business Rules, Script Includes, etc. Use scripting to implement custom logic, automate processes, and extend the functionality of ITOM modules.

• Integration, Integrate ITOM solutions with other ServiceNow modules, third-party tools, and external systems. ServiceNow offers various integration options, including REST APIs, SOAP web services, MID Servers, and Integration Hub.

• Participated in business meetings.

• Gathered requirements from the Business Team and created technical, functional specification documents.

• Created innumerable new Service Catalog items, Order Guides, Record Producers and modified various existing ones as per the user specifications. . .

• Designed and developed several Standard Workflows which can be re-used for various catalog items.

• Worked on the Enhancement backlog (backlog items).

• Developed and configured Business Rules, Script Includes, UI Policies, Catalog UI policies, UI Pages, Style Sheets, Catalog Client Scripts, Client Scripts, UI Actions, UI Macro, Dynamic Content etc.

• Hands on expertise in development using HTML, JavaScript, CSS and Angular JS.

• Worked on creating users, roles, groups and Configured LDAP Server and LDAP Listener for updating the user and group table record.

• Handled Production Releases every two weeks.

• Loaded Assets and Configuration Items, Created relationships between Cis and Assets.

• Imported Configuration Items (CI) from third party applications using import set tables.

• Generating weekly reports and metrics for IT management.

• Involved in integrating third-party tools using web services. Environment: ServiceNow (Utah& Vancouver), HTML, CSS, SCRUM, Discovery, CMDB.

# Project Details:

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| **2.** | Project Name: BMCD |
| **Client** | EPAM |
| **Role** | Software Engineer |
| **Organization** | EPAM |
| **Team Size:** | Project :10+ | Team: 6 |
| **Duration:** | From: Feb 2021 | To: Apr 2022 |
| **Environment****(with skill versions)** | Software | Programming Language: ServiceNow (Enterprise IT Cloud Tool), HTML5, JavaScript, HTML, CSS and Basic Jelly. |

**Responsibilities**:

• Customization of ITSM modules compromising if Incident, Problem, Change, Request, Asset& Configuration management.

• Hands-on expertise in implementing end-to-end Service Catalog, Incident Management, Change Management, Release Management, Problem Management, Configuration & Asset Management, Knowledge Management, and extensive knowledge of Content Management System

• Gathered requirements from the Business Team and created technical, functional specification documents.

• Created innumerable new Service Catalog items, Order Guides, and Record Producers and modified various existing ones as per the user specifications.

• Created Order Guides for New Employee and Contractor Onboarding, Terminating Employee, and Transfer of Employees.

• Designed and developed several Standard Workflows which can be re-used for various catalog items.

• Worked on the Enhancement backlog (backlog items).

• Developed and configured Business Rules, Script Includes, UI Policies, Catalog UI policies, UI Pages, Style Sheets, Catalog Client Scripts, Client Scripts, UI Actions, UI Macro, Dynamic Content, etc.,.

• Handled Production Releases every two weeks.

• Developed necessary development documentation as needed (e.g. technical design, developer notes, etc.

# Project Details:

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| **3.** | Project Name: DELL |
| **Client** | EPAM |
| **Role** | ServiceNow Developer/Admin |
| **Organization** | EPAM |
| **Team Size:** | Project :15+ | Team: 8 |
| **Duration:** | From: Sept 2018 | To: Dec 2020 |
| **Environment****(with skill versions)** | Software | Programming Language: ServiceNow (Enterprise IT Cloud Tool), JavaScript |

**Responsibilities**:

• Working as Developer for Service Catalog end to end forms development.

• Created Workflows, Client Scripts, Business Rules, Data Policies, UI Policies and UI Actions and Tables.

• Created many Catalog forms and respective workflows and approval process.

• Configured Emails notifications and Inbound Email actions.

• Configured SLA (Response and Resolution) for the catalog tasks.

• Customizations on Change Management and defined workflows for Normal, Emergency and Standard Change.

• Hands on Experience on Transform map Scripts.

• Performed data operations using Import Sets.

• Creating custom tables, fields and configuring Access Controls over them.

• Created Notifications by making use of Email Scripts, Email templates and Events. • Created schedule reports to send daily base notifications. Environment: Service Now, ITIL, XML, HTML, ITSM

**Declaration:** I hereby declare that the details furnished above are true and correct to the best of my knowledge and belief and I undertake to inform you of any changes therein, immediately. In case any of the above information is found to be false or untrue or misleading or misrepresenting, I am aware that I may be held liable for it.

**Malleswara Rao Gatta**