**Rohith Kumar Sabbineni**

**Sr. ServiceNow Developer**

**Email Id:** [**rks.servicenow@gmail.com**](mailto:rks.servicenow@gmail.com) **Contact: +1 423-243-0512**

**linkedin.com/in/rohit-kumar-s-601297238**

**Professional Summary:**

* Overall **8+ years** of professional IT experience with 5+ years of experience on ITSM applications.
* Experience working on ServiceNow as Administrator and Developer in different domains.
* Extensive experience on technical implementation of various ServiceNow modules such as Incident, Problem, Change, Asset Management, CMDB (Configuration Management Database), knowledge, Request, Service Catalog, Custom Applications, and Integrations.
* Implementation of ITSM modules in ServiceNow using ITIL framework principles with strong understanding of ITIL V3, Deep functional and technical knowledge of Service Now.
* Experience in implementation and generating Business Rules, Script Includes, Data Dictionary, UI Actions, UI Policies, Client Scripts, UI Actions and Validations Scripts in ServiceNow using JavaScript and Glide System.
* Extensive experience in creating and maintaining Access Control Rules (ACL) for securing and providing the right access to role-based applications.
* Experience in configuring Email notifications in ServiceNow, Scheduled Jobs, Script Actions, and Events for any scheduled actions.
* Experience in Configuring existing workflows and creation of new workflows using ServiceNow graphical workflow editor.
* Designing of various Service Catalog items using Designer and Record Producers and Defining workflows for the Catalog items, Approvals and Dynamic tasks in ServiceNow
* Knowledge in configuration of CMDB (Configuration Management), Asset management and use of Discovery and MID-Server installation in ServiceNow.
* Development of Service Portal for all ESS users using UI Pages, UI Macros, Dynamic Blocks, HTML, CSS, JavaScript, and Bootstrap.
* Expertise in doing CMDB bulk data loading using transform maps and transform scripts.
* Worked on integration of ServiceNow with External Authentication systems LDAP and SSO.
* Creation and maintenance of Critical Incident Reports and User Administration.
* Extensively worked on Business Objects Administration. Uploaded the reports and created users and groups and setting the rights on them using Central Management Console (CMC).
* Experience working in third-party integrations using SOAP and REST web services, handling XML and JSON data.
* Experienced in all phases of Software Development Life Cycle (SDLC), quality management systems and project life cycle processes. Implementation and Enhancement of projects.
* Experience working with Waterfall, Agile and Scrum methodologies.
* Experience in developing, web based and standalone applications in J2EE technologies.
* Experience in web development and application development using HTML, JavaScript, and CSS, J2EE.
* Very Good organizational, communication and documentation skills.
* Ability to work independently and as part of a group.

**Educational Qualification:**

* Bachelor of Computer Science from JNTUH, Hyderabad, India,2012.
* Master of Computer Science from University of Illinois at Springfield, Springfield, IL, 2016.

**Technical Skills:**

|  |  |
| --- | --- |
| **ITIL ITSM Tools** | Service Now, Geneva, Fuji, Eureka, Jira, JavaScript, HTML and CSS. |
| **Languages** | C, C++, Java, ASP.Net (C#), JEE, SQL, PL/SQL, JDBC, J2EE Servlets  023. And Java Beans |
| **Scripting Language** | Java Script, jQuery, Jelly, Ajax, and JSON. |
| **Software Methodologies** | SDLC, Agile, and Waterfall |
| **Web Technologies** | HTML, CSS, XML and Bootstrap |
| **Application & Web Servers** | Apache Tomcat |
| **IDE** | Service Now, Jira, Eclipse, Siebel, PL/SQL Developer and Visual Studio. |
| **Databases** | Oracle, My SQL 2005 |
| **Operating Systems** | Windows XP/7-08, 10 |

**Professional Experience:**

**Client: Lowes, Franklin, TN Aug 2019 - Present**

**Role: Sr. ServiceNow Developer**

**Responsibilities:**

* Worked on development of Service catalog - catalog items, record producers, requirement fulfillment processes, designing workflows
* Upgraded ServiceNow instances multiple times from New York to Rome.
* Responsible for on-going enhancement and maintenance of the ServiceNow platform.
* End to end Implementation of password reset.
* End to end implementation of service portal.
* Worked on Asset Management and loaded the data into it.
* Involve in migration between various environments in ServiceNow using update sets and import sets
* Troubleshoot issues, including creation/follow-up
* Regularly monitored the instances administration to make sure that all the instances are in sync with each other.
* Provide day to day support in resolving production support issues.
* Participated in Service-Now Quick start Implementation process and worked with Service-Now in the process of implementation of Incident, Change, Problem, Knowledge, and Service-Catalog.
* Worked on identifying the users, groups, categories and following the ITIL standards while designing these solutions.
* Responsible for developing technical solutions on the ServiceNow platform to satisfy the business needs of the IT department.
* Managed Projects /tasks activities using Agile /Scrum within ServiceNow.
* Participated in Project management / planning discussions, tasks, and activities.
* Identified critical paths, critical tasks and identified strategies/ solution in mitigating them.

**Client: Labcorp, Phoenix, AZ**

**Feb 2016 – Jul 2019**

**Role: Sr. ServiceNow Developer**

**Responsibilities:**

* Involved in configuring the Business Rules, Client Scripts in the ServiceNow. Involved in various ServiceNow. Customizations as per client's requirement.
* Involved in redesigning the workflows using ServiceNow. Workflow editor.
* Create and use update sets to move customizations between systems.
* Create, monitor, modify, and publish service catalog workflows with approvals.
* Utilized Java Scripting to deliver solutions that automate and audit business processes using UI Policy, Client Script, UI Action, and Business Rules.
* Build the forms as per the requirements to meet the business needs.
* Worked in Agile methodology environment.
* Good knowledge in scripting to write the Business rules and Client scripts.
* Designed the form layout and modified the user interface using UI Actions and UI Policies.
* Developed new service catalog items and fix bugs in incident and change management.
* Designed the layout, CSS, dynamic content for the End User Self-Service Portal design.
* Customization of service portal Home Page using various widgets and Gauges.
* ServiceNow Administration and Production support including maintenance of lower environment instances, lower life cycle instances.
* Worked with Business Rules, Client Scripts, UI Policies, UI Scripts, UI Actions, UI Pages, Script Includes, Access Control Lists etc. in ITIL/ITSM V3 processes.
* ServiceNow Administration and Production support including maintenance of instances.
* Responsible to coordinate with the escalation management team on Root Cause Analysis for failed changes
* Worked on Workflow Administration, Reporting, Form/UI configurations, Notifications, Data Imports, Custom Scripting
* Created data sources and loaded the Service-Now tables with different data formats.
* Creating scheduled tasks, monitoring the ticket queues, and generating statistics.
* Resolving typical Users access and roles issues by checking active directory and user table.
* Pulling reports and scheduling the reports as per the client requirement in ServiceNow.
* Grant the necessary system and object privileges to the respective users and roles.

**Client: Arup, Hyderabad, India Oct 2012 – Nov 2014**

**Role: ServiceNow Developer**

**Responsibilities:**

* Facilitating rollout of new applications and modules.
* Design and implement new functionality using Business Rules, UI Policies, and Access Lists etc.
* Created Buttons and context menus both on form and lists using UI actions.
* Designed many email templates by using html and jelly scripting and used them in notifications.
* Worked with windows team, network team and Asset team to check for the data collected through discovery is accurate.
* Created new Business Rules/Script Includes/Client catalog script/Client Script.
* Creation of Incidents and Service Requests for supported applications. First point analysis on tickets and assigning them to service line based on scope.
* Configured chat functionality for Service Desk ticketing queue and worked upon modules like Facility and HR Management.
* Created transform maps for importing CMDB data.
* Used MS Excel to create tasks in developer mode using Visual Basic for applications (VBA)
* Written script includes and invoked them in business rules and client scripts.
* Took active part in data modelling and developed metrics reports as per requirements.
* Imported many CI's using import set tables and Imported Active Directory to Service now using data sources.
* Also worked on Asset Management and loaded the data into it.
* Used JMS integration to fulfil this requirement, worked on Scheduled Jobs and Mid Server Script Includes to fulfil the requirements.