

# SIRISHA G

Phone: +91 7995518461

Email: sirishag832@gmail.com

---

## **PROFESSIONAL SUMMARY**

- ❖ Over all 5 years of experience with as a Service-Now developer and administrator. Experience in working on the ITIL Process Configuration like Incident, Problem, Change Management, Service Catalog, Knowledge configured and Reports in ServiceNow.
- ❖ Extensive experience in implementation of Business Rules, Data Dictionary, UI Actions, UI Policies, Client Scripts and Validations Scripts in ServiceNow
- ❖ Functional knowledge and implementation experience of ITSM frameworks
- ❖ Experience on various ServiceNow customizations as per client's requirement.
- ❖ Experience in configuring the SLAs for various ITIL processes as per the client requirements
- ❖ Experience in Email Integration, LDAP integration, External Web services Integration (both SOAP based, and REST based) in ServiceNow
- ❖ Experience in working with the workflows using ServiceNow workflow editor
- ❖ Expertise in creating complex workflows in Service Catalog items, Notifications, Approvals and Dynamic tasks in ServiceNow.
- ❖ Excellent experience in ServiceNow Administration and Production support.
- ❖ Good knowledge of CMDB and Asset Management Services: Business Services and Configuration item relationships
- ❖ Experience in creating Catalogs, catalog items and created record producers, order guides in service catalog.
- ❖ Strong experience in working with Scripted Web services, Script Includes.
- ❖ Hands on experience in web development using HTML, JavaScript, Jelly and CSS.
- ❖ Good experience in application development using Java/J2EE, JSP, Struts and Spring Experience in all phases of SDLC such as Requirement Analysis, Design, Code Construction
- ❖ Excellent analytical, problem solving and communication skills
- ❖ Strong interpersonal skills, ability to interact with people at all levels.

## **TECHNICAL SKILLS:**

<b>Scripting Languages</b>	JavaScript, Python, Angular JS, HTML, CSS, XML, JSON, Shell Scripting, Rest & SOAP
<b>Tools</b>	ServiceNow, ITSM, ITOM, Service Catalog, UI Policy, ITIL
<b>Data Base</b>	Oracle, SQL
<b>Packages&amp; Operating Systems</b>	MS Office, Windows & Linux

## **EDUCATION:**

- ❖ B Tech from JNTUK

## **PROFESSIONAL EXPERIENCE**

- ❖ Working in HCL as a ServiceNow Developer from Oct 2023 to Till Date
- ❖ Worked in IBM as a ServiceNow Developer from Jun 2019 to Sep 2023

**Client:** BMO Harris Bank,

**Role:** ServiceNow Admin/Developer

### **Responsibilities:**

- ❖ Experience on configuring and setting up ServiceNow -CSM/FSM configurable application
- ❖ Building the ServiceNow portal pages and widgets from scratch.
- ❖ Discussing standard solution of the process with stake holders and client developers. Developed Outbound REST and Soap based integrations.
- ❖ Worked on customizations for various ITSM modules.
- ❖ Implemented custom Flow designer to manage the flow of CASE including Approvals. Implemented custom functionality on CASE, create the Ad-hoc task for the CASE.
- ❖ Implemented Transform maps to generate the maintenance request using .CSV data. Automated the Work order creation from Case.
- ❖ Created custom inbound email actions to generate a Request.
- ❖ Created the child request under the parent record
- ❖ Created new service catalog items and record producer with variables and Catalog Client scripts, Catalog UI Policies to customize the instance as per Business needs.
- ❖ Created Business Rules, Flow designer, Client Scripts, UI Policies, UI Actions, Script includes, notifications and Access Control Lists to customize the instance as per Business needs. Created custom SLAs, Notifications and provided support on its functionality related defects.
- ❖ Involved in creating and migrating of update sets between ServiceNow Instances.
- ❖ Reporting the development status in daily scrum calls.

**Client:** Integrity Marketing Group, Dallas, TX.

**Role:** ServiceNow Admin/Developer

### **Responsibilities:**

- ❖ Created custom inbound email actions for CASE Approvers.
- ❖ Implemented custom functionality on CASE, create the Ad-hoc task for the CASE.
- ❖ Implemented Transform maps to generate the maintenance request using .CSV data. Automated the Work order creation from Case.
- ❖ Created custom inbound email actions to generate a Request.
- ❖ Created new service catalog items and record producer with variables and Catalog Client scripts, Catalog UI Policies to customize the instance as per

Business needs. Created the child request under the parent record.

- ❖ Created Business Rules, Flow designer, Client Scripts, UI Policies, UI Actions, Script includes, Notifications and Access Control Lists to customize the instance as per Business needs.
- ❖ Created custom SLAs, Notifications and provided support on its functionality related defects.
- ❖ Involved in creating and migrating of update sets between ServiceNow Instances.
- ❖ Reporting the development status in daily scrum calls.

**Client:** Blue Cross Blue Shield of Michigan

**Role:** ServiceNow Admin/Developer

**Responsibilities:**

- ❖ Responsible for Administration and Configure, develop and unit test new functionality or defects on the ServiceNow Platform
- ❖ Work on creating, maintaining and troubleshoot catalog items.
- ❖ Worked on creating and maintaining the inbound email actions for incident creation and update.
- ❖ Data loading in to various ServiceNow tables using Transform maps and implemented the Transform scripts for the same.
- ❖ Investigate the cause of a defect that has been raised by users in for the ServiceNow.
- ❖ If defect is identified, find the Root Cause of the issue, suggest the potential fix that can be applied and start the development work to fix the issue.
- ❖ Worked on implementation of various notifications for incident module.
- ❖ Trouble shooted issues related to Data Segregation to resolve user visibility of incidents.
- ❖ Work on creating and maintaining workflows for triggering automated approvals and request creations.
- ❖ Responsible for Administration and supporting the developed features used in the client environment.
- ❖ Tables, Fields creation and form layouts.
- ❖ Reporting the development status in daily scrum calls.
- ❖ Worked on Incident management, Request management and handled the incidents and requests. UI Policy, UI Action and Data policy.
- ❖ IT Service Management and IT Infrastructure Library in ServiceNow.
- ❖ Adding the users to the groups and adding roles to user & groups Aswell.
- ❖ Access check to the tables and columns. Import set, Importing the data into the tables. I independently created a service portal on PDI for personal practice and skill development.