Naga manikanta   EMAIL: Manisnow207@gamil.com
ServiceNow Developer

Mani is a Service Now Developer with Five years of experience in ITSM, ITBM, Service Portal, ITOM, CMDB, Discovery, JavaScripting, and Integrations.

Major Strengths

- Proven ability to design, develop, and implement complex workflows, customizations, and integrations within the ServiceNow platform.
- Worked on three different ServiceNow projects for various clients, including one of the largest healthcare providers in the US.
- ServiceNow Developer experience in various modules like Incident, Change, Problem, Service Catalog, Homepage Admin, Service Level Management, System LDAP, System Import Sets, Workflow, User UI actions,
- Ability to create Business rules, email templates and Email Notifications as per the customer requirements.
- Ability to create, customize and troubleshoot Workflows.
- Ability to create, customize and troubleshoot SLA's.
- Ability to create Homepages, Reports.
- Ability to create Service Catalogs, Catalog client scripts, variable sets, UI policies.
- Ability to create buttons using UI Actions form.
- Created Users and added the users to groups and assigned them roles.
- Created Transform maps to import data through Excel.
- Right, Understanding of IT service management (ITSM) and the ITIL Business process.
  Maintaining the service level agreement (SLA) and monitoring the SLA Workflow.
- Hands-on with ITIL Process implementation
- Developed, tested, and deployed custom applications, workflows, and integrations using ServiceNow's ITSM,
- Implemented complex business logic and automation using JavaScript, Glide Script, and Jelly Script.
- Created and maintained ServiceNow data integrations with third-party systems using REST API, SOAP, JSON, and XML.
- Developed custom UIs using HTML, CSS, jQuery, and Bootstrap to enhance the user experience of ServiceNow applications.

Education:

- Bachelor of Engineering in Electrical & Electronics Engineering from BVC Engineering College of Andhra Pradesh in 2018.

Certifications:

- ServiceNow Certified System Administrator
- Micro-Certifications in ATF
- Micro-Certifications in Flow Designer
- Micro-Certifications in Service Portal
- Micro-Certifications in Integration HUB

Technical Skills

- Key Skills   : Service Now: ITSM ITAM ITOM, Client Side & Server-Side Scripting, Service
                    Portal, UI Builder,
- Integrations, Flow Designer, Workflows, Debugging, Orchestration
- ServiceNow ITSM, ITOM, ITBM, Service Portal, CMDB, OMT
- Service Now Scripting: JavaScript, Glide Script
- Service Now Integrations: e Bonding, JSON, XML
- Other: HTML, CSS, jQuery, Bootstrap

Professional Experience:

Genpact India Pvt Ltd., Hyderabad
ServiceNow Developer, MAR 2019 - Present
Project Name : ServiceNow ITSM Implementation for a Large Healthcare Provider

Project Description:

Responsibilities:

- Configuration and Implementing Incident, Problem, Change, and Knowledge Management, Service Catalogs, Asset management in ServiceNow.
- Incident tracking from Opening to Closure, with timely communication to business.
- Created Service now suite configuration in service now fulfillment, service catalog, Dashboard.
- Responsible for the implementation of ServiceNow ITSM suite, CMDB.
- Transform maps and mapping scripts for LDAP data sources and other import sets.
- Transform Mapping Scripts during third-party integrations in ServiceNow.
- Events and Event based Email notifications processes for User Notifications.
- Make use of UI Policies, Client Scripts, UI scripts and UI pages for effective display content and role-restricted pages.
- Implemented Custom Service Portals
- Customization of User Homepages and ACIs (Access Control Lists) modifications
- Configure Data Dictionary overrides for Default values and using JavaScript functions

Environment:

- JavaScript HTML/CSS Bootstrap Angular

Genpact India Pvt Ltd., Hyderabad
ServiceNow Developer, MAR 2019 - Present
Project Name : ServiceNow ITBM ITOM Implementation for a Leading Retailer

Project Description:

Responsibilities:
- Develop / Configure workflows, forms, and underlying logic using SCRUM / Agile methodologies
- Worked on loading the data into Service-Now using import sets.
- Involved in customizing the forms for the Incident, Change and Problem Management ITIL processes.
- Involved in providing production support for service catalog, incident, problem, change, release, deployment, and task and knowledge management modules in ServiceNow platform.
- Implement Service-Now customization including, but not limited to, Client Scripts, UI policies, Script includes, Business Rules, workflow administration, and data imports and exports.
- Responsible for creating various workflows for Incident Management, Change management, Service Requests and SLA's.
- Worked on creating users, roles, groups and load the data to service-now objects and using import sets on daily, weekly, monthly, and on request basis.
- Involved in running the daily and weekly jobs to push the data into the application using import Sets and Transform Maps.
- Excellent knowledge on code migration between various ServiceNow environments using Update Sets.
- Responsible for the acceptance, identification, storage, and withdrawal of all supported CIs.
- Responsible for ensuring that all the CIs are registered and these records are correct and up to date.
- Worked on creating users, roles, groups and Configured LDAP Server and LDAP Listener for updating the user and group table record.

Environment:
- ⬜ JavaScript HTML/CSS Bootstrap Angular

Genpact India Pvt Ltd., Hyderabad
ServiceNow Developer, MAR 2019 - Present
Project Name : ServiceNow Service Portal Development for a Global Financial Services Company

Project Description:

Responsibilities:
- Worked as a developer on the ServiceNow Service Portal development project for a global financial services company.
- Designed and developed custom UIs and widgets using HTML, CSS, jQuery, and Bootstrap to enhance the user experience of the ServiceNow applications.
- Developed custom workflows and integrations to automate various processes, resulting in a 25% increase in efficiency.
- Provided technical support and training to end-users

Environment:
- ⬜ JavaScript HTML/CSS Bootstrap Angular