**Upendar**

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**Career Objective:**

To work in an organization that provides equal opportunities to faster growth and creativity as an individual and to deliver timely results without compromising on quality.

**Overview:**

Having 3.1 years of experience in Service-Now Administration and Development. Have hands-on experience in Implementation, Administration and Development of projects in Service Now. And also have work experience in all areas related to Service Now including scripting, email notifications, IM, CM, PM, RM etc.

**Work Experience:**

* Working as a Software Engineer at **Digimetrix Technologies Pvt Ltd.**

**Technical Profile:**

* Tools : **ITSM Suite- Service Now**
* Web Technologies : JavaScript, HTML, CSS

**Academic Profile:**

* B. Tech from JNTUH

**Certification: Certified System Administrator.**

**Summary of Experience:**

* A Service now expert with experience on implementing end-to-end Service Catalog, Incident Management, Change Management and Problem Management
* Creating custom Tables, Fields and configuring Access Controls over them.
* Experience in Developing, configuring and creating scripts like Business Rules, UI Policies, Catalog Client Scripts and Client Scripts, etc.
* Knowledge in using Glide Scripting for creating UI Action and business rules
* Creation of new service Catalog items, order guides, record producers, variable sets and modifying the existing ones as per the new requirement.
* Configuring Transform Maps, Import Sets, Update sets and SLAs.
* Users, Groups & Roles Administration. Merging the roles into other roles, maintaining the instance so that all the applications are available to respective users.
* Expertise in creating and maintaining Access Control Rules for securing and providing the right access to right person/role.
* Progressive expertise in design, configuration, development, testing and Implementation of IT Service Management, Infrastructure Operations, Application development.

**Project -1:**

**Name : Heineken**

**Client** : Heineken

**Tools** : ServiceNow

**Role** : Service-now Developer & Admin

**Description:**

Heineken Lager Beer, or simply Heineken is a pale lager beer with 5% alcohol by volume produced by the Dutch brewing company Heineken International. Heineken beer is sold in a green bottle with a red star.

**Responsibilities:**

* Creating user and providing responsibilities.
* User Administration – user access, roles, groups and profiles.
* Creating custom Tables, Fields and configuring Access Controls over them.
* Managing client scripts, UI policies, UI actions
* Moving data in and out of an instance using import sets and transform maps and also auto import of data into service now
* Users, Groups & Roles Administration. Merging the roles into other roles, maintaining the instance so that all the applications are available to respective users.
* Assigning Roles to Users, Creating User Records, Group records
* Designed the Form with various types of fields.
* Created UI Policies to make few fields visible, mandatory and vice versa based upon conditions

**Project -2**

**Name: Global Logic**

**Title:** Pathway V2

**Role:** Service-now Developer & Admin

**Client:** Global Logic

**Description:** It is a long-term project, which involves development activities using Servicenow involving modules like Incident Management, Change Management, Problem Management and Service Catalog.

**Responsibilities**:

* To attend daily scrum calls and discuss on the open, new enhancements, defects to work on. Work involves on enhancements, code fixes on ITSM modules like Incident, Problem, Change and Service Catalog.
* Worked on customizing Inbound actions for create, update tickets based on the emails received from the users.
* Configured SLA's for incident module based on tickets assigned to various groups.
* Customized email templates for the incident, problem module.
* Customized normal, emergency change module workflow as per the requirement.
* Worked on customizations using ACL's, client scripts, business rules, Script include, UI actions, UI policies, Email scripts, created scripted rest API and Workflows on Service Catalog.
* Created application modules for system properties.
* Creating, scheduling the various reports based on the customer need.

Place: Upendar

Date: