# S SANDHYA

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## SUMMARY:

- **4 Years 11 Months** of experience as **ServiceNow developer and admin.**
- Good Experience on **ServiceNow Kingston Madrid, Paris ,Quebec ,Rome, San Diego and Utah** Versions.
- Worked on implementation of Incident Management, worked on HR module, Service Catalog, Record Producer, Catalog item,
- Good knowledge on designing Workflows to automate the Business Process using ServiceNow
- Good experience on Action, Roles, Notifications, In&Out Bound Email Configuration, SLAs, User, Roles, Groups and ACLs.
- Worked on Integration. Integrated Slack with Virtual Agent.
- Good knowledge on Scripts in SNOW: **Business Rules, Client Scripts, Catalog Client Scripts, Scripts Includes and Glide Ajax**
- Well experienced with customizing and creating **UI Policies, Data Policies, Client Scripts, Business Rules, UI actions and Script includes.**
- Experience working on Import set and Transform map.
- Was Involved in **Upgradation**.
- Implemented catalog items in ServiceNow along with workflows and Flow Designer.
- Actively Involved in Requirement gathering and analysis.
- Experience in working with Agile methodology.
- Having Good communication and analytical skills.
- Quick learner, self-motivated individual, and a good team player

## ACADEMICS:

2016        B.E (Telecommunication Engineering) from VTU University.

## PROFESSIONAL EXPERIENCE:

Worked as ServiceNow Developer with DxSherpa Pvt Ltd from August ,2018 – 2020 March.

Worked as ServiceNow Developer with Infocerv Solution from August ,2020 – August 2021

Worked as ServiceNow Developer with Solugenix Pvt ltd India from Aug,2021 – May 2022

Currently working as Senior ServiceNow Consultant with Balihans.

## TECHNICAL EXPERIENCE:

**Service NOW Products**    **:** Kingston, Madrid, New York, Orlando, Paris Quebec,  Rome, and San Diego
**Databases**               **:** MYSQL
**Primary Skills**          **:** ServiceNow
**Secondary Skills**        **:** Java Scripting, HTML, AngularJS, CSS, Bootstrap
**Operating system**        **:** Window Xp, 2003, Windows 7, Windows 10 and Unix, Linux
**Project Acquired skills**   **:** Technical and Functional aspects of ServiceNow

**SIGNIFICANT PROJECTS:**

Project 1 –

| Team Size | 2 |
|---|---|
| Responsibilities | 1. Handling the ITBM Module of ServiceNow Platform. |
| | 2. Independently worked on Upgradation. |
| | 3. Created Business Rules, Client Scripts, UI Policies and Data Policies |
| | 4. Taken part in testing as part of Upgradation. |
| | 5. Worked on LDAP |
| | 6. Participated in discussion with clients to discuss on the things that can be automated. Participated in team discussions and helped in resolving some issues. |
| | 7. Design and develop solutions within the ServiceNow environment to include new or modifications to applications, forms, workflow, policies, actions, access control, interfaces and any other customization required to support client processes. |
| | 8. Provided analysis and technical feasibility. |

Project 2-

| Team Size | 2 |
|---|---|
| **Responsibilities** | 8. Created Business Rules, Client Scripts, UI Policies and Data Policies<br>9. Built new catalogs and modified many catalog items and their workflow and scripts as per the requirements presented by business.<br>10. Worked on Service Catalog and Catalog items<br>11. Developed Workflows for Service catalog.<br>12. Taken part in testing as part of Upgradation.<br>13. Participated in discussion with clients to discuss on the things that can be automated. Participated in team discussions and helped in resolving some issues.<br>14. Transform functional requirements into detailed technical designs that represent actionable development.<br>15. Design and develop solutions within the ServiceNow environment to include new or modifications to applications, forms, workflow, policies, actions, access control, interfaces and any other customization required to support client processes.<br>16. Provided analysis and technical feasibility. |

Project 3-

| Team Size | 3 |
|---|---|
| Responsibilities | 1. Perform migration activities using Update Sets<br>2. Built new catalogs and modified many catalog items and their workflow and scripts as per the requirements presented by business.<br>3. Created Business Rules, Client Scripts, UI Policies and Data Policies<br>4. Design and develop solutions within the ServiceNow environment to include new or modifications to applications, forms, workflow, policies, actions, access control, interfaces and any other customization required to support client processes.<br>5. Developed Workflows and SLAs.<br>6. Participated in discussion with clients to discuss on the things that can be automated. Participated in team discussions and helped in resolving some issues.<br>7. Transform functional requirements into detailed technical designs that represent actionable development. |
| Solution Environment | Service Now |
| Project Description | Development and Supporting – ServiceNow |

Project 4-

| Team Size | 3 |
|---|---|
| Responsibilities | 1. Was part of gathering the requirement.<br>2. Providing the best solution for the requirements.<br>3. Worked on the ITSM Module as per the client's requirement.<br>4. As part of implementation worked on creating Catalog items, catalog Client script, UI Policies, Client script and Business Rules. |
| Solution Environment | Service Now |
| Project Description | Development and Supporting – ServiceNow |

Project 5-

| Team Size | 3 |
|---|---|
| **Responsibilities** | 1. Was part of gathering the requirement.<br>2. Providing the best solution for the requirements.<br>3. Worked on the CSM Module as per the client's requirement.<br>4. As part of implementation worked on creating Catalog items, catalog Client script, UI Policies, Client script and Business Rules.<br>5. Worked on Workspace Configuration as part of CSM implementation |
| **Solution Environment** | Service Now |
| **Project Description** | Development and Supporting – ServiceNow |

Project 6-

| Team Size | 6 |
|---|---|
| **Responsibilities** | 1. Creating custom Tables, Fields and configuring Access Controls over them.<br>2. Customizations on Incident/Problem/Change applications.<br>3. Imported foundation data using Import Sets.<br>4. Involved in implementing/customizing business rules, client scripts, script includes, UI policies, data policies<br>5. Moving code from lower environment to higher environment using Update Set.<br>6. Providing support during the UAT process and postproduction deployment.<br>7. Providing demo of the application to end users and address their queries.<br>8. Created inbound email actions for updating records. |
| **Solution Environment** | Service Now |
| **Project Description** | Development and Supporting – Servicenow |

Support Projects:

Project 1 :

| Team Size | 5 |
|---|---|
| Responsibilities | 1. Creating custom Tables, Fields and configuring Access Controls over them.<br>2. Configured list layout and form layout for Native UI<br>3. Created custom lists and UI actions on agent workspace<br>4. Imported field choices.<br>5. Created schedule jobs and Assignment Rules. |
| Solution Environment | Service Now |
| Project Description | Development and Supporting – Servicenow |

Project 2:

| Team Size | 3 |
|---|---|
| Responsibilities | 6. Creating custom Tables, Fields and configuring Access Controls over them.<br>7. Configured list layout and form layout for Native UI<br>8. Configured list layout and form layout for Workspace UI.<br>9. Created custom lists and UI actions on agent workspace<br>10. Imported field choices.<br>11. Created schedule jobs and Assignment Rules. |
| Solution Environment | Service Now |
| Project Description | Development and Supporting – Servicenow |

Project 3:

| Team Size | 2 |
| --- | --- |
| Responsibilities | 1. Created Inbound Mail action. <br> 2. Added users to the user list and updated with appropriated role. <br> 3. Created Notifications and Scheduled jobs. <br> 4. Created flow designer. <br> 5. Worked on Business rules and fix scripts |
| Solution Environment | Service Now |
| Project Description | Development and Supporting – Servicenow |

**Skills and Strengths:**

- Strong interpersonal skills.
- Quick learner and keen to learn new things
- Highly organized - can prioritize work schedules, manage time effectively and meet deadlines.
- Effective communicator - can liaise with clients and communicate ideas with a wide range of people.
- Always provide the best solutions and options to the client requirement.
- Confident and flexible to new situations

**Certifications:**

- Certified System Administrator (CSA)