

## MADHURI POLAVARAPU

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### Profile Summary

- **Over 3 years of professional experience** as Service-Now Software Developer & Administrator.
- Experience in Service Management and Service Delivery Process. (ITIL Frame Work)
- Extensive experience on technical implementation of various Service Now modules such as Incident Management, Problem Management, Service Catalog
- Perform creation of application modules, tables, forms, links and usage of personalize form layout, dictionary ,UI policies, UI actions, data policies, business rules, client scripts ,Cmdb.
- Build reports, report scheduling, running SLA, import/export data.
- Functional knowledge and implementation experience of IT Service Management (ITSM) frameworks and demonstrated project management skills and experience working directly with customers and clients
- Leveraging knowledge and experience to deliver end-to-end methodologies within Service-now, which includes architecting technical implementation of IT Infrastructure Library (ITIL) processes, organizing and prioritizing development effort, interfacing with vendors and management, and coordinating effort of administrators
- Developing different reports like bar charts, pie charts, list reports and scheduling reports
- Creating catalog items and creating record producers in service catalog
- Worked on ebonding integration
- Used the JIRA and RADAR tools for getting the stories and followed the agile methodology.

### Educational Qualifications

B.Tech(CSE) from PBR VISVODAYA INSTITUTE OF TECHNOLOGY & SCIENCE, KAVALI in the year of 2019.

### Technical Skills

- |                     |   |                         |
|---------------------|---|-------------------------|
| • Ticketing Tools   | : | ITIL, ITSM, Service Now |
| • Languages         | : | HTML, JavaScript, C     |
| • Operating Systems | : | Windows, Linux          |

### Certifications:

- ServiceNow Certified System Administrator (CSA) .

### Experience Summary

Worked as ServiceNow developer in **BLUEPINEAPPLE, pune** from **Feb 2022 to Nov 2022..**

Worked as ServiceNow developer in **SOFT DEAL TECHNOLOGIES PVT LTD, Bangalore** from **Dec 2019 to Feb 2022.**

**Organization : BLUEPINEAPPLE, pune.**

**PROJECT: Intel , TelstraNow from Feb-2022 to Nov-2022**

**Roles & Responsibilities:**

\*Worked up on the sio (site infrastructure operations) enhancement which is having a workflow to check the user location from there getting the site criticality (entity essential,critical,normal)of that location andchecking if the ticket is submitted with in the business hours or not and assigning it ti FTE or Dispatch group. Done Integration (ebonding)(Rest API) for Sio requirement and the client is Black Box.

\*Done Integration for the client HPSM and SFDC using OAUTH Authentication

\*Creating custom Modules for the ITEN Subscriptions, giving the end user having an ability to subscribe application. Created a custom widget to show the end user that list of subscriptions that were already subscription. Sending the notifications to the end user from operational team if the application is having any server issues

\*Worked on CSDM procedure for client Intel.

\*worked on change management.

\*worked on Integrations for the client TelstraNow dealing with the customer accounts and the service accounts.

**Organization : SOFT DEAL TECHNOLOGIES PVT LTD, Bangalore.**

**PROJECT: Hpe Professionals from Dec-2019 to Feb-2022**

**Roles & Responsibilities:**

- Used ITIL practices to implement Service now applications in phase-by-phase approach.
  - Worked with Incident Management application, Problem Management, Change Management applications in escalating issues, logging, catering, resolving, monitoring, and reporting.
  - Created SLAs and participated in running SLAs and responsible for closing successfully.
  - Developed Business Rules for customizing the tool.
  - Developed Client Scripts, UI Actions and Script Includes for full filling the requirements.
  - Customized Incident/Problem/Change/Service Catalog applications using Business rules, Client scripts.
  - Using Workflow Editor for creating workflow, Easy understanding business process.
  - Responsible in building Catalogs, Catalog categories and Record producers.
  - Responsible in building SLA and generating Reports.
  - Defined users, groups, roles, and providing access controls.
  - Developed custom UI Pages and UI Macros for User Interaction of Pages.
  - Develop integrations by Transform maps and Import sets.
  - Providing Table level and Field level security by Access Controls based on rules.
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- Implementation, customization and configuration of different Service Manager Modules like Change Request, ESS, Service Desk, Service Catalog, Incident, Problem and SLM
  - Using Workflow Editor for creating workflow, Easy understanding business process.
  - Defined users, groups, roles, and providing access controls.
  - Providing Table level and Field level security by Access Controls based on rules.

- Worked with process owners and business stakeholders to translate business requirements into functional requirements within Service Now
- Created various workflows for Incident Management, Change Management, Service Requests and SLA's
- Assist in the import of configuration and asset data. & working on Report, dashboard designing.
- Developed automated mappings to schedule the load of flat files on daily, weekly and monthly basis
- Prepared documentation for requirements, design, installation and unit testing and system integration of Service-Now

## 1. **Personal** **Details**

Date of Birth	: 21 November 1997
Father's Name	: Ravindra Naidu
Mother's Name	: Parvathi
Passport No	: W3586908
Adhar no	: 698655164282

### **Declaration**

I hereby declare that the above written particulars are true to the best of my knowledge and belief.

**(Madhuri)**

