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| **Navaneeth Reddy Middela**ServiceNow Developer

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Experienced ServiceNow Developer with over 5 plus years of experience in Information Technology. Excellent reputation for resolving problems and improving customer satisfaction.

* Experienced in ITSM modules. Good experience on Incident, Problem, Change and Service requests management. Service-Now Experience:
* Experience working with Incidents, Service requests, Stories and Managing Weekly release activities and client calls.
* Developing necessary documentation as a part of every release. E.g. technical design, Process changes etc.
* Troubleshooting technical issues faced by Customer in all aspects related to Service Now.
* Experience in Designing, Customizing and Configuring Service Catalogue forms and workflows associated with them.
* Performing core configuration tasks including system UI policies, business rules, client scripts and ACLs.
* Managing client scripts, UI policies, UI actions and Data policies
* Moving data in and out of an instance using import sets and transform maps and the auto-import of data into service now.
* Creating SLA workflows based on customer requirements.
* Maintaining existing applications. Creates code that meets system standards and working on Script Includes.
* Global and scoped glide components, including GlideRecord, GlideAggegate, GlideSystem, and GlideDateTime.
* Experience in migrating between various environments in ServiceNow using Update Sets.
* Experience in working with ServiceNow Workflows, Import Sets, and Update Sets.
* An enterprising leader with proven ability to motivate personnel towards achieving organizational objectives and adherence to industry best practices
* Proficient in developing & streamlining the process with proven ability to enhance operational effectiveness and meet operational goals within the cost, time & quality parameters.
* Experience in table extension and customization and notification customization.
* At ease in high stress, challenging environments with emerging and multiple responsibilities.
* Workflow configuration, scheduled task, service watch, and other ServiceNow automation.
* A strong communicator possessing leadership, organizational, and team building skills with ability to grasp new concepts quickly and utilize them in a productive manner.
* In - depth knowledge of the technical implementation of Change Management, Incident Management, Problem Management, Asset Management, Service Catalog, Knowledge Management, Configuration Management, Procurement, Reporting and Integrations, Service Requests. Strong experience in JavaScript.
* Knowledge Management /Document Management which contains SOPs for Incident Identification, Resolution, and Escalation Contacts etc. are maintained with availability of the documents upon regular audits.
* Engage in weekly requirement grooming, story backlog process with process owners/team for Service Catalog, Service Portal, Change, and Problem management.

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|  | **Skills** |

* ServiceNow
* Java script
* HTML & CSS
* Software applications
* Technical Analysis
* Agile
* Testing and maintenance
* Code reviews

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|  | **Work History** |

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| **2018-07** **- Current** | **ServiceNow Developer** *EMREC Technologies* The purpose of this project was to integrate ServiceNow service catalog with Automation Edge.Service request submitted from ServiceNow should send all information to Automation Edge adapter, which will automatically complete the task & send the result of the task to ServiceNow request****Convey Health Solutions********Roles & Responsibilities :***** Conducted workshop with customer to gather requirements
* Created High Level Design document & Low Level Design document
* Developed User interface to configure parameters for integration.
* Used different ServiceNow objects like UI page, Client-side script, and client side APIs of ServiceNow
* Also used HTML, CSS, an angular JS for effective UI design
* Developed integration with Automation Edge using REST calls, which were exposed from Automation Edge
* Developed business logic using Business Rules, Glide API.
* Created Workflow to achieve business requirement
* Maintained access to integration UI using ACLs & role specific to integration
* Developed logic to read & parse data sent by Automation Edge in JSON format & store it in table in ServiceNow.
* Created and Customized Catalog Items.
* Testing every component of UI & business logic to find issues & fix it
* Moving code from lower environment to higher environment using Update Set.
* Perform code reviews to ensure that the quality bar is being met with regard to coding standards, integration, extensibility, and security.
* Followed the AGILE approach with a 2-week sprint cycle and daily scrums.
* Contribute to technical discussions and be involved in the decision-making process with other senior engineers to resolve product issues.
* Performing core configuration tasks including system UI policies, business rules, client scripts and ACLs.
* Creation of user guide to help user use the application to configure it. Providing demo of the application to end-users & address their queries
* Managing client scripts, UI policies, UI actions and Data policies

****Project Description : DST World wide Services****Aim of this project was to customize existing ServiceNow modules and performing different administration activities in Service Now****Roles & Responsibilities :***** Worked effectively with cross-functional design teams to create software solutions that elevated client-side experience and significantly improved overall functionality and performance.
* Involved in gathering the requirements from the business team and writing the technical design documents.
* Involved in configuring the Business Rules, Client Scripts, UI Policies, Data Policies in the ServiceNow.
* Created server-side scripts, script includes.
* Set up the SLA for the various ITIL processes as per the requirement.
* Involved in various ServiceNow customizations as per client's requirement.
* Configured Notifications
* Written Business Rules, Script Include to achieve business requirement
* Implemented Incident, Problem management and Knowledge management Module
* Controlling system access & data security
* Configured ServiceNow according to customer requirement.
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| **2015-03** **- 2017-10** | **Associate System Engineer** *OBJECT Land Software Ltd, Bangalore* ****Associate System Engineer****Object Land Software Ltd● Designed appropriate ETL routines and mappings using Websphere DataStage based on the requirements and technical designs.● Integrated the data from Oracle 11g and SQL Server for populating large scale Data Mart and Data Warehouse.● Worked with the applications owners and system analysts to resolve data issues and refine transformation rules.● Coordinated with different teams like DBA, SSO, HLR, IN, AMS, Middle Ware and SDP to resolve Interface issues.● Performed and collaborated on system integration testing and support user acceptance testing.● Managed with different teams like DBA, SSO, HLR, IN, AMS, Middle Ware, and SDP to resolve interface issues.● Supervised scheduling the jobs using Informatica scheduler.● Raised change Requests based on defects faced& prepared SOPs (Standard Operating Procedures).● Develop the task plan for ETL Developers for a Specific Projects.● Participation and contribution in quality assurance walk through ETL Components.● Support Development team with performance tuning and troubleshooting issues.● Proficient with the DB SQL language for user defined DB Extract or update statements.● Knowledge of logical and physical data modelling concepts (relational and dimensional). |

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|  | **Education** |

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| **2013-04** | *JNTUH*  |

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|  | **Additional Information** |

* Experience working on Reports.Experience working on Import Set and Update set. Good Exposure to REST web services Experience in implementing Knowledge Management. Good exposure to JavaScript, Core Java, HTML, CSS, JSON, XML