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| **Tejaswi** **Email: tejaswi.ser@gmail.com****Phone: +1(903)-883-7636** |  |

**PROFILE:**

IT Service Professional with 7+ years of experience working with cross-functional teams in ServiceNow **development, administration, implementation, customization, enhancing, workflow configuration, integrating, deploying maintaining and supporting Service-Now suite of products** along other supporting applications.

**PROFESSIONAL SUMMARY:**

* Experience with implementing ServiceNow modules: **Incident Management, Problem Management, Change Management, Knowledge Management, Asset Management, Service Catalog Management, HR Service Delivery(HRSD), Performance Analytics Reporting and Integrations.**
* Configured Applications in ITOM, ITSM, HRSD, CSM. Strong understanding of ITIL V3.
* Customize ServiceNow applications and facilitate rollout of new applications and modules and configure Application UI and Configure Workflow.
* Participate in ongoing production support and end user support.
* Experience in creating an **Access Control Rule (ACL)** and use of scripting tools and ServiceNow functionality.
* Experience in **workflow scripting and error handling**.
* Expertise with interaction with **Business Analysts, Managers, Developers, Testers and End Users.**
* Develop **KPIs** and provide ITSM performance metrics reports using ServiceNow Performance Analytics Module.
* Experience in creating and working on **Business Rules, Script Includes, Client Scripts, UI Policies, UI Macros and Notifications.**
* Working experience in the ServiceNow including **Integrations, Web services, Workflow.**
* Hands-on experience with **Glide Forms, Glide Record, Glide AJAX and Glide System used in UI Actions, Business Rules and Client Scripts.**
* Experience in using **Web development (HTML, CSS, Java Script, Angular)** technologies in ServiceNow.
* Knowledge on **OKTA SSO, LDAP and Active Directory Integration's**.
* Experience on creating, monitoring, modifying, and publishing service catalog workflows with approvals.
* Profound knowledge of **CMDB and Asset Management Services**, Business Services and **Configuration item (CI) relationships.**
* Good understanding and experience in **Employee Self Service (ESS) portal**.
* Experience in working with **Import Sets and Update Sets**.
* Developed and run periodic global "ITSM monthly Performance metrics report" with scheduled reports in ServiceNow.

**EDUCATION:**

* ***Master’s in computer information systems.***
* ***Bachelor of Technology in Computer Science Engineering.***

**PROFESSIONAL CERTIFICATIONS:**

* ***Certification in ITIL***
* ***ServiceNow Certified System Administrator***

**TECHINICAL SKILLS:**

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| **ITIL** | ITIL V3, Service Now, HP Asset manager, BMC Remedy |
| **Programming Languages** |  C, Java |
| **Scripting Languages** | HTML/HTML5, CSS, JavaScript, Jelly Script, JQuery, AngualrJS, Ajax, XML |
| **Software Methodologies** |  SDLC, Waterfall, Agile, SCRUM |
| **Platform** |  Windows, Linux |
| **Tools and Packages** |  MS Office  |

**PROFESSIONAL EXPERIENCE:**

**Tufts Health Plan, Boston, MA**

**Apr 2020 – Present**

**ServiceNow Developer**

**Responsibilities:**

* Worked on ITSM for customizing the core applications such as Incident, Problem and Change using Java Script.
* Created KPI’s, metrics and reports in PA.
* Developed Catalog Items with variables and enhancing existing Catalog Items.
* Used Catalog Client Scripts, Catalog UI Policies, Business Rules, Script Includes for customization in Service Catalog.
* Worked on UI Appearance for Service Catalog Requests.
* Used HTML, CSS, Java Script for customizing Service Portal as per requirements for a better User experience.
* Created several workflows and workflow scripts using the Workflow Editor.
* Creating, modifying, and publishing of new task based complex workflows with approvals that can support cross team engagement.
* Worked on setting up Service portal content so that it is only available to authenticated users.
* Worked on several Bulk data uploads from external sources into ServiceNow using import sets, Transform Maps and Transform Scripts.
* Weekly deployment to higher environments.
* Created ACL's for tables/forms/modules/fields and managed user/group roles.
* Production support for resolving high priority Incidents, Problems on ITSM and ITBM.
* Defined users, groups and roles and providing accessing permissions.
* Integrated Net box with ServiceNow to populate the switches information into CMDB, by using Rest API.
* Created relationships between switches and nodes to display graphical relationship between the CIs.
* Configured scheduled jobs in ServiceNow.
* Integrated with third party software.

**Arizona Dept. of Child Safety, Phoenix, Arizona**

**Feb 2019 – March 2020**

**Service Now Developer**

**Responsibilities:**

* Upgrading Service Now Instance from Kingston to Madrid.
* Worked on customization of the ITBM modules.
* Involved in gathering requirements for the Project.
* Involved in Written some before query business rules for data segregation in ServiceNow.
* Implemented Change management (process flow), Release Management modules and ITOM modules.
* Provided analysis, design and development of Service-Now ticketing and incident management systems to support the company's technical operations.
* Create Custom Widgets in Service Portal.
* Responsible for creating various workflows for Incident Management, Change Management, Problem Management, Service Requests and SLA’s.
* Working experience on CAB Workbench as per client requirements.
* Customizing the existing or creating new Business Rules and Script Includes as per the business requirements.
* Worked on Transform Maps and Imported many CIs using import set tables.
* Worked on Reports, Scorecards and Dashboards (Performance Analytics).
* Performed Import Export of data sets from Dev to other environments.
* Worked on configuration management database (CMDB) and manage data with import sets and transform maps.
* Worked on Record Producers, Catalog client scripts, Catalog UI policies, Variables for RITMs to Change Request.
* Created ACL's for tables/forms/modules/fields and managed user/group roles.
* Written script includes and invoked them in business rules and client scripts.
* Used Jelly Scripting for Creating UI Pages and UI Macros.

**Capgemini (TXDIR), Dallas, TX**

**Jan 2018 – Jan 2019**

**ServiceNow Developer**

**Responsibilities:**

* Implemented end to end Change management, and customized Incident management, KM and Problem management modules.
* Worked on migration from Remedy to ServiceNow (Kingston), owing to flexible enhancements by Kingston.
* Developed a master workflow to incorporate for several catalog items.
* Configured Data policies on incident and sc task tables.
* Created Onboarding and Off Boarding order guides and workflows.
* Created custom reports through the report module in ServiceNow.
* Customizing the existing or creating new Business Rules and Script Includes as per the business requirements.
* Worked on Transform Maps and Schedule Jobs.
* Tracking of Incident from creation to closure, with timely communication to business. Monitoring service level agreement (SLA’s).
* Imported Configuration Items (CI) from third party applications using import set tables.
* Worked on Reports, Scorecards and Dashboards.
* Worked on Service Portal by adding Widgets, Themes, Pages.
* Working Experience on creation of workflows for Service Catalog items in ServiceNow.
* Developed Catalog client scripts and UI policies to make client-side changes.
* Created ACL's for tables/forms/modules and managed user/group roles.
* Written script includes and invoked them in business rules and client scripts.

**Texas Dept. of Transportation, Austin, TX**

**May 2016 - Dec 2017**

**ServiceNow Developer**

* Used ITIL practices to implement ServiceNow applications in phase by phase approach.
* Worked with Incident Management application, Problem Management, Change Management applications in escalating issues, logging, catering, diagnosing, resolving, monitoring, and reporting in ServiceNow.
* Created SLAs and participated in running SLAs and responsible for closing successfully in ServiceNow.
* Scheduled SLAs as per scope of tickets in ServiceNow.
* Configured Business Rules for customizing the tool in ServiceNow.
* Customized Incident/Problem/Change/Service catalog applications using Business rules, Client scripts, Workflows in ServiceNow.
* Responsible in building Catalog items in ServiceNow.
* Responsible in building SLA and generating Reports.
* Participated in validating Form and Table level using UI Policies.
* Worked with Import and Update sets.
* Created Email notifications and scheduled.
* Configured scheduled jobs in ServiceNow.
* SMTP configuration for outgoing mail from ServiceNow instance
* Designed and scheduled workflows and automated the frequent occurring activities across applications in ServiceNow.
* Used Transform maps to import Data to Configuration Management.
* Maintaining product catalog to import the configuration item records.
* Importing the Data in different formats (excel, csv, xml) via attachments.

**IGEFI PVT. LTD, INDIA**

**July 2013 - Aug 2015**

**Java Developer**

**Responsibilities:**

* Involved in setting up design specifications together with the business analysts and system designers and developed various components and web pages as per client’s requirements and to test the changes in the various environments before implementing in Production.
* Worked on front end pages that were developed in a professional manner using HTML, CSS, JavaScript, and JQUERY.
* Responsible for creating the look and feel of the public website.
* Involved in developing HTML and JavaScript for client-side presentation and, data validation on the client side with in the forms.
* Designed and developed the presentation and web layers (Transactional application) based on Java, J2EE (STRUTS, spring, Hibernate, Velocity), web services (Axis2) using Eclipse 3.0, Visual Basic, ASP using Visual Studio.
* Developed lot of reusable components and utility classes in core Java, created multiple abstract classes and interfaces to abstract the underlined details from end user.
* Created data sources and JMS connection factories and managed deployments on JBOSS.
* Developed Web services Architecture for supporting common business functions with direct access to web services from PL/SQL using Oracle 9i/ AXIS 2.
* Analysis and updating of the existing Product data on My SQL database to support new GDS inventory and coordinating the changes with Database Team
* Developed and scheduled Crystal Reports to deliver them Involved in transforming XML data into Java Objects using a JAXB binding tool.
* Used GitHub as version control and streamlined the code check-in process by implementing continuous build, continuous Integration/deployment using Maven scripts.
* Conducted user acceptance testing (UAT) to ensure that developed systems satisfied the needs of business clients as specified in the functional requirements.
* Experience in different Operating Systems/ platforms like Windows and Linux.

**Environment:** Oracle 10g, J2EE, AXIS2, AJAX, JavaScript, Struts, JSP, HTML, CSS, JDBC, XML, Hibernate 3.0 Spring, Oracle 9i.