

SUMMARY

Hyderabad

- 10+ years of experience in IT under Banking, Financial & Life Sciences Projects in Production support and development area.
- Responsible for Designing, Developing, Testing, and implementing specifications provided by client.
- Worked on ITIL Process (Incident, Service Request, Task), handling enhancements related to form changes, worked on customized Catalog item development (UI Policies, Client Scripts), Workflow designing (Approval Process, Mail notifications).
- Expert in handling issues related to Payments in Financial Banking & also issues related to ServiceNow tool.
- Good experience in non-Production support for 2.4 years and after that in Production support & Development till date.
- Scheduling trainings for new joiners as part of On-boarding program.
- Having good judgmental skill while reporting and prioritizing incidents and handling calls with customers.

PROFESSIONAL EXPERIENCE

Sr Software Engineer

Oct '12 - Jun '18

Wipro Technologies

Chennai

Client: Standard Bank of South Africa (SBSA) & Lloyds Banking Group Projects

- Generic Switch deals with processing the transactions coming from ATM and POS machines.
- Postilion is an ACI product which is used to route these transactions to their destination for further processing and in the case of internal transactions it will only process them.
- We will be fixing the issues related to ATM, POS, and IB.
- Had good experience of Incident Management and Change Management.
- And checking the issues related to Internet Banking issues.

Sr. Associate

Jul '18 - Apr '22

Cognizant

Hyderabad

Client: Merck

- Merck is a Life Science project, where I have worked in Production support and Maintenance area.
- Creating custom catalog items(Automating workflows, UI Policies, Client Scripts, Script Includes, Business Rules)
- Handled stories development in ServiceNow related to customized Catalog item (Requirement collection from user, analysis, development, Unit testing, UAT).
- Hands on experience in Web Services integration(REST).
- Knowledge on web technologies(Javascript, XML, HTML, HTTP).
- Handled PPM (Project Portfolio Management) application which is completely customized. Effectively working with stakeholders to the project.
- Worked on ITIL Process [Incident, Service Request] handling support activities, Catalog items development, Workflows, Reports, Record Producers enhancement work, Changes in chat functionalities and Ticket Categorization configuration.
- Understand business requirements and implement technical requirements while working with standard design principles. Experience of estimating development effort for requirements.
- Act as a mentor to support less experienced colleagues.
- Handling monthly/weekly deployment activities.

Technical Specialist

Apr '22 - Jan '23

LTIMindtree

Hyderabad

Client: The Carlyle Group

- The Carlyle Group is an American multinational private equity, alternative asset management and financial services corporation.
- Worked in this project from 2022 April to Jan 2023. I was assigned to ITAM related development activities which involves Now Mobile development(both HAM & SAM).
- Developed OOB functionalities of Consumables on Agent mobile App.
- Also worked on Infrastructure and Operations related development activities.
- Building Catalog items – Form, Workflow, AD Orchestration, Microsoft Exchange orchestration, Data sync activities (Transform maps, Data Sources).

KEY SKILLS

ServiceNow
ServiceNow ITSM, ITAM

SCRIPTING LANGUAGES

JavaScript
PowerShell

CERTIFICATIONS

ServiceNow CSA

TOOLS

Postilion
GPP
SPA
Trade Innovations
Remedy

EDUCATION

BSc Computer Science
Priyadarshini Degree College
Kakatiya University
Location: Kothagudem