



Ashok Kumar Kamalapadu

Sr. Software Specialist Engineer.



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9 Years 0 Month



Key Skills

It Service Management



Incident Management



Applications



Change Management



ServiceNow



Problem Management



About me

Having total 9 years of IT industry and 4 Years of experience in Administrating and Developing ITSM Servicenow based applications.ITSM application development on ServiceNow platform to automate and standardize the day-to-day corporate business proces



Profile Summary

- 4 years of experience specializing with Service-Now Development and Admin responsibilities.
- Ability to support and sustain a positive work environment that fosters team performance with strong communication and relationship management skills. Capable of assuming responsibility.
- Involved in analysis of end user requirements and business rules based on given documentation and worked closely with tech leads and Business analysts in understanding the current ServiceNow system.
- Customization of form layouts, fields, system dictionary, configuring email notifications, events, building reports and gauges on single & Domain Separated Instance.
- Worked on core ServiceNow configuration likes Home Page Banner, Reporting, working with User, Group, Roles, Location, User Criteria, usage of Update sets, data migration via XMLs and Import Sets to Production Environment.
- Experience working with Business Rules, Client Scripts, UI Policies, UI Scripts, UI Actions, UI Pages, Script Includes, ACLs.



Education

B.Sc 2012

Sri Krishnadevaraya University , Andhra pradesh

12th, 2009

Andhra Pradesh

55-59.9%

10th, 2006

Catalog Management

★★★★

Content Management

★★★

Agile

★★★

Scrum Methodology

★★★

Knowledge Management

★★★★

Itil

★★★★

Java Scripting

★★★★

Development

★★★

Servicenow Development

★★★



Technical Skills

C,C++, JAVA, JavaScript, HTML



Personal Details

Date of Birth

13-February-1991

Gender

Male

Address

#10/191, Kalavagadda Street, Pamidi,
Anantapur, Andhrapradesh, India

City

Bengaluru

Country

INDIA

Marital Status

Married

Andhra Pradesh

65-69.9%



Work Experience

Jun 2023 - Jan 2024

Sr. Software Specialist Engineer.

Wells Fargo and company

- Client Name: Wells Fargo and company
Designation: Sr. Software Specialist Engineer.
Company: Euclid innovations Pvt, Ltd.
- Client Description: Wells Fargo & Company is an American multinational financial services company with a significant global presence. The company operates in 35 countries and serves over 70 million customers worldwide.
- Responsibilities:
 - Gathered Business Requirements and interacted with Service owners, Helpdesk and end users to understand the existing functionality, current state processes and to develop and configure the Service Now Platform.
 - Created, monitored, modified, and published Performance Analytics and Reports.
 - Involved end-to-end Process Performance Analytics, Reports and Database Views.
 - Creating database views to pull the Reports on variables which are being used by catalog items.
 - Creating Interactive Filters and used varies Dashboards.
 - Good Experience Creating Database Views, Indicator Sources, Indicators, Breakdowns , Breakdown Sources, Breakdown Mapping with Script, Data collection jobs and Performance Analytics Scripts.
 - Good Hands of Experience Creating Reports, Scheduled Reports and Scheduled Templates.
 - Good Experience Creating Widgets, Dashboards and Homepages.
 - Designed many email templates by using HTML and Scheduled Reports/templates used them in notifications Daily and Monthly Breached.
 - Good experience we get any defect and enhancements build Dashboards and Homepages.

- Creating a Performance Analytics Scripts and used varies indicator and Breakdown mapping.
- Create spike stories analyze Performance Analytics and Reports Dashboards submit a details information to Product Owner or end user.
- Good experience with designed, development and implementation estimated Performance Analytics and Reports Dashboard.
- Good Hands of Experience Creating Bucket groups and attached this buckets groups to Breakdown Source.
- Good experience Enhance analytics hubs by adding target, thresholds, trendiness and use full comments for significant changes.
- Creating Breakdown and breakdown elements adding indicators and dashboards.
- Creating usually set a job scheduled to match the frequency in the indicator source.we run jobs manually and historically collecting a data for a new indicator.

Aug 2021 - Apr 2023

Sr.Digital Engineer

Conneqt Business Solution Pvt Ltd

- Client Name: Meralco Power Distribution Company
- Designation: Service Now Developer
- Company: Conneqt Business Solution Pvt Ltd
- Responsibilities:
- Gathered Business Requirements and interacted with Service owners, Helpdesk and end users to understand the existing functionality, current state processes and to develop and configure the ServiceNow Platform.
- Created, monitored, modified, and published service catalog workflows and flow designerwith approvals.
- Implemented end-to-end Service Catalog, Incident Management, & Problem Management and Change Management with Knowledge of Content management.
- Created both inbound Scripted Web Services and inbound Email Actions to create incidents from emails.
- Worked on Table API Web Services both inbound and outbound integrations one instance to another instance.
- Creating database views to pull the Reports on variables which are being used by catalog items.

- Involved in LDAP integration with ServiceNow for obtaining users and groups.
- Created Data Sources from various external applications, scripts to parse incoming data and transform into ServiceNow.
- Adjusted ServiceNow Import sets and transforms maps accordingly to ensure data entering ServiceNow tables matched the company outlined requirements.
- Working with client and functional requirements within ServiceNow.
- Design and implement new functionality using Business Rules, UI Policies, and Access Control Lists etc.
- Hands on experience on Mobile client Scripting and Mobile UI Action.
- Worked on handling URL redirects for Users logging in to the Portal.
- Design and develop solutions within the ServiceNow environment to include modifications of applications, forms, workflow, interfaces, and any other customization required to support ITIL processes.
- Service Catalog and Request Workflow, flow Design and Configuration
- Created various workflows for Incident Management, Change Management, Service Requests and SLA's.
- Created notifications based on user requirements and configured inbound email actions to create incidents or requests.
- Designed many email templates by using HTML and used them in notifications.
- Worked with windows team, network team and Asset team in order to check for the data collected through discovery is accurate.
- Created Buttons and context menus both on form and lists using UI actions.
- Written script includes and invoked them in business rules and client scripts.
- Imported Active Directory to ServiceNow using data sources.
- Created data sources and loaded the ServiceNow Tables with different data formats.
- Created Transform maps both automatic field mapping and scripting.
- Also worked on Asset Management and loaded the data into



it.

- Involved in the complete end to end cycle of coding, testing, debugging, maintaining, and refining the computer software in Service Now to produce the required product in an Agile development environment.
- Enabled Time Worked field to capture the efforts.
- Created inbound action to convert email to incidents.
- Part of SSO configuration and AD integration. Imported Active Directory to Service Now using data sources.
- Designed the process and procedural documents for IM, PM and CM.
- Configuring reports, scheduled reports.
- Responsible for the Training of Service-Now to the internal team members and provide them the knowledge sharing documents for the same.
- Managing client scripts, UI policies, UI actions and Data policies.
- Moving data in and out of an instance using import sets and transforming maps and auto import.

Feb 2015 - Apr 2021

Sr. Analyst

Fidelity National Financial (FNF)

- Perform day to day administration of Service-Now in Development, Test and Production environments to maintain business services and configuration item relationships in Service-Now.
- Experience in using the Agile/Scrum methodology. Knowledge in understanding of ITIL V3 and its components.
- Responsible for various workflows for Incident Management, Change Management, Service Requests and SLA's.
- Experience on ServiceNow Customizations as per client's requirement.
- Worked on setting up Email Notifications for different ITIL modules in ServiceNow.
- Worked on creating Users, Roles, Groups and load the data to ServiceNow objects using import sets on daily, weekly, monthly and on request basis.
- Worked with business analyst to create and modify Service Catalogs and Request Workflow Designs. Designed and implemented new functionalities.

- Experience in configuring the SLAs for various ITIL processes as per the client requirements.
- Worked on configuring Incident Management, Problem Management, Change Management, Knowledge Management, Service Catalog and SNOW Reporting using ITIL process.
- Utilized Java Scripting to deliver solutions that automate and audit business processes using UI Policy, Client Script, UI Action and Business Rules.
- Involved in analysis of end user requirements and worked closely with Team lead and Business analysts in understanding the current ServiceNow system.
- Designed and implemented new functionality using Business Rules, UI Policies and ACLs.
- Created various workflows for Incident Management, Change Management, Service Requests and SLA's..
- Involved in Implementation, Customization and Maintenance of ITIL modules such as Incident, Change, Problem, Knowledge, Service Catalog.
- Customized the applications using Business Rules, Client Scripts, UI Action and UI Policies, External Data Load using Transform maps, etc., based on the application requirements and rolled out the customizations to upper environments using Update Sets.
- Managed Users, Groups and Roles, Advanced Schedule jobs and Business rule creation. Managed data with Tables, Import Sets, and Update Sets.
- Coordinated Service Catalog options, including two-step checkout, cart controls, and variables.
- Worked with Service Now Event Management by configuring Event Mapping Rules, Event Transform Rules, Alert Rules, Incident Templates.
- Wrote Client Scripts, UI policies, Business Rules, Security Rules and UI Actions.
- Built Reports, Gauges and Home Pages.
- Updating the user and group table record.
- Full search
- Prepare lists of all legal instruments applying to a specific piece of land and the buildings on it.
- Read search requests to ascertain types of title evidence required and to obtain descriptions of properties and names of involved parties.
- Examine documentation such as mortgages, liens, judgments, easements, plat books, maps, contracts, and agreements to

verify factors such as properties' legal descriptions, ownership, or restrictions.

- Evaluate information related to legal matters in public or personal records.
- summarize recorded documents, such as mortgages, trust deeds, and contracts, that affect property titles
- Examine individual titles to determine if restrictions, such as delinquent taxes, will affect titles and limit property use.
- Prepare reports describing any title encumbrances encountered during searching activities, and outlining actions needed to clear titles.
- Prepare and issue title commitments and title insurance policies based on information compiled from title searches.
- Verify accuracy and completeness of land-related documents accepted for registration, preparing rejection notices when documents are not acceptable.
- Prepare real estate closing statements, using knowledge and expertise in real estate procedures.
- Obtain maps or drawings delineating properties from company title plants, county surveyors, or assessors' offices

○ Preparing Legal Documents

