**Venkat Sai | venkatr.2510@gmail.com | 470.326.9718**

**SUMMARY OF EXPERIENCE:**

* IT professional with 7+ years of relevant experience in the field of **ITSM, ITAM, ITOM,** and **ITBM.**
* Experience on various IT Services of ServiceNow tool like **Incident, Problem, Change, Knowledge, Release, Service Catalog requests, HR Case management, Reports, Workflows, Service Portal, Integration Hub, Onboarding applications** and**Dashboard.**
* ExpertlevelunderstandingofClientsideandServer-sidescripting–Businessrules,Screen tailoring ACL’s, UI Policies, UI Actions, **script actions**, **server-side APIs**, **UI pages**, **UI Macros**etc.
* Experience working on **SaaS (Software as a Service)** based tools (ServiceNow), with focus on implementing **ITIL processes.**
* Experience in Installation and Configuration of different modules of **ServiceNow**.
* Functional knowledge and implementation experience of **IT Service Management (ITSM)** frameworks and demonstrated project management skills and experience working directly with Customers and Clients.
* Experience with integrating ServiceNow based applications with external systemsusing **SOAP** and **REST** based web services
* Extensive experience in working with **JavaScript** Frameworks like **jQuery.**
* Design and Implement Software Asset Management (SAM) to track and evaluate software licenses andcompliance.
* Expertise in creating and maintaining **Access Control rules** for securing and providing the right access to right person/role.
* Experience in working with **ServiceNow (Application Programming Interfaces) APIs.**
* Experience with **Service Portal** in **ServiceNow** and **Agent Workspace.**
* Familiarity with ServiceNow core application, UI and Workflow Configuration, Report development, Integration Components (e.g., **LDAP, SSO**etc.).
* Hands on experience on**CMDB**
* Performed several **Integrations like LDAP, SSO, JIRA POC, and Remedy.**
* Hands on experience in **web development** using **HTML, JavaScript and CSS.**
* Experience of various phases of **Software Development Life Cycle** (SDLC) such as requirement Analysis, design, code construction andtest.
* A deep understanding of technical and business processes; ability to lead complex projects
* Ability to **analyze**CSM and provide **recommendations** around application **architecture** and **business capabilities** to achieve customer satisfaction, higher efficiency and overall success.
* Experience in enhancing the **ServiceNow** functionality by customized JavaScript code to support the new business needs.
* Ability to **learn** code and **debug** programming languages quickly.
* Good programming style by following ServiceNow Best practices.
* Understanding of programming language fundamentals and formats.
* An effective communicator with **excellent relationship building**&**interpersonal skills.**
* **Strong Problem solving**& organizational abilities. Good in **leading, mentoring, coaching,** and **motivating team** to deliver the best result.

**TECHNICAL SUMMARY:**

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| --- | --- |
| **Primary Sill** | ServiceNowDevelopment & Implementation, JavaScript |
| **Languages** | Java, HTML, CSS, SQL |
| **Databases** | Oracle 8i/10g, MS-SQL Server2000/2005/2008, DB2 and MS-Access,Windows, UNIX. |
| **Microsoft office** | MS-word, MS-Excel, MS-Project |
| **IDE Tools** | IDE ToolsVisual Studio 2010/2008/2005, SQL Server Management Studio, SQL Server BI studio |
| **Version Control Tools** | Visual SourceSafe (2005), SubVersion, Team Foundation Server (2008) |

**CERTIFICATIONS:**

* ServiceNow Certified System Administrator
* ServiceNow Certified Application Developer

**PROFESSIONAL EXPERIENCE:**

**Client: Electronic Arts (EA), TX Nov 2020 – Till Date**

**Sr. ServiceNow Developer**

**Responsibilities:**

* Involved in building and developing Scoped App from Scratch**, Service Catalogs andWorkflows**
* Created and **Configured** high level **record producer**
* Developed branded **portal pages** and custom **widget**
* Experience working with SN Integrations with Slack using **Integration Hub Spokes**
* Worked on **Scripted REST API**, **inbound** and **outbound API, UI scripts, business rules, widget**, and other **ServiceNow Applications.**
* Configured **Agent Workspace.**
* Created **catalog items, workflows, inbound emailsactions and update sets**
* Developed **Service Catalog** items based on the requirement provided by the stakeholders.
* Experience with Web development technologies, including **JavaScript, HTML** and **CSS**
* hands-on experience as a ServiceNow Developer / Admin or application owner, configuring core ServiceNow modules in CSM/ITSM, Portal, APIs. CSM and API experience is required for this role
* Experience in developing web pages using **JSP, HTML, CSS, XML, Java Script, AJAX jQuery, Angular js, Bootstrap.**
* **Designed Workflows**, along with standard Workflow templates which can be reused.
* Created notifications based on user requirements and also **configured inbound email actions** to **create incidents or requests**.
* Wrote complex **Access Control Lists** to control access to sensitive data.
* Managed all aspects of the **Service Catalog application, including scripting functions such as creating UI Macros or business rules.**

**NIKE, Beaverton, Oregon Oct2017–Nov 2020**

**ServiceNow Developer**

**Responsibilities:**

* Worked on **Scripted REST API**, **inbound** and **outbound API, UI scripts, business rules, widget**, and other **ServiceNow Applications.**
* Implementation of ServiceNow core modules and applications
* Expertise in working with complex **Flow designer**
* Worked on multiple **integrations such as Zoom, Office 365, Slack** by using **Flow designer.**
* Created countless **Business Rules** using the **GlideRecord** operations
* Creating integrations with external tools via **REST/SOAP** web services.
* Configuring ITSM Applications on **Agent Workspace view**.
* Worked on Configuring the IP Addresses to help find out the un-discovered CI's into **CMDB**
* Involved in implementation of **Customer Service Management** (CSM).
* Developed an automated process for weekly deployment.
* Creating integrations with external tools via **REST/SOAP** web services.
* Upgraded ServiceNow instance from Madrid to New York version.
* **Designed Workflows**, along with standard Workflow templates which can be reused.
* Developed and managed user interface, and third-party integration (Microsoft Azure, Slack) components.
* Provide integration guidance on ITAM and CMDB projects for systemintegration
* Provide health checks on ServiceNow for **ITAM** and **CMDB**processes
* Experience in developing web pages using **Java Script, HTML, XML, AJAX.**
* Worked on creating scripts like **Client Scripts**, **Catalog Client Scripts**, **UI scripts** and **UI Policies**, **Script Include, Business Rules.**
* Work effectively within a **SCRUM** team and focus on sprint goal delivery
* Working and monitoring the various aspects of the projects like **Asset, ServiceRequest, ITAM, ITBM**
* Expertise in creating and maintaining **Access Control rules** for securing and providing the right access to right person/role.
* Experience in enhancing the **ServiceNow** functionality by customized JavaScript code to support the new business needs.
* Experience with **Service Portal** in **ServiceNow**
* Ability to **learn** code and **debug** programming languages quickly

**Key Projects worked with NIKE:**

1. Implemented Agent Workspace

2. Service Catalog Automation

3. Deploy Tool Automation

4. Implemented Customer Service Management (CSM)

**CSS (Common Securitization Solutions), Bethesda, MD March 2017 – Sept 2017**

**ServiceNow Developer**

**Responsibilities:**

* Developed **ServiceNow platform** including the creation and customization of the core applications such as **Incident, Problem, Change and Service Catalog.**
* Service-Now **Administration** and **Production** support including maintenance of lower life cycle instances.
* Developed web applications using **HTML**, **CSS** and **JavaScript** to build fast, scalable applications.
* Worked on **CMDB** and **Asset management**. Performed **Data migration** to import data from other applications and external databases
* Created and Customized **BusinessRules, Client Scripts, Script Includes UI Policies, UI Actions.**
* Responsible for providing analysis of problems and resolutions or fixes for the production issues related to **Service Now platform** within the **Service Level Agreement**.
* Worked on **Import Set API** used to provide a **REST** interface for import set tables.
* Experience with Web Technology, such as: **XML, HTML, JavaScript** and **Web Services.**
* Experienced in all phases of **Software Development Life Cycle** (**SDLC**), quality management systems and project life cycle processes.
* Worked with **Apache Jelly** to create various kinds of **UI pages and Macro templates**.
* Participated in **process designing sessions** and **documented process flows**.
* Ensured project scope and objectives are accomplished within the prescribed time frame and funding parameters.

**ServiceNow Inc. Santa Clara, CA March2016- Feb2017**

**ServiceNow Developer/Admin**

**Responsibilities:**

* Developed **ServiceNow platform for HR Requests.**
* **Design, configure, develop**, and test custom ServiceNow forms, tables, and workflows based on business requirements
* Working with and functional requirements within ServiceNow for **Service Catalog Management (SCM), Incident.**
* Working with **UI pages**, **UI Policies,workflow** and Core **Configuration**.
* Created notifications based on user requirements and also configured inbound email actions to **create incidents** or requests.
* Created Data Sources from various external applications, scripts to parse incoming data and transform into ServiceNow.
* Developing and managing application code, user interface, and third-party integration components.
* Managing team of outsourced developers, ensuring deadlines are met and issues escalated in a timely manner.
* Managed data with **Tables, Import Sets, and Update Sets.**
* Providing technical mentoring and guidance to development team members to embed culture of delivering high-quality solutions.
* Providing feedback for improvements in development process and guidelines.
* **Designing, configuring and customizing** ServiceNow platform to implement/sustain the following modules: **Incident Management/ Problem Management/ Service Request Management/ Change Management/ Release Management/ Asset Management/ Service Catalog/ Custom reporting**.
* Supporting the team responsible for the implementation and administration of the **ServiceNow** installation, including managing system **configurations, gathering and documenting** user and **process requirements**, developing **workflow customizations**, and performing quality assurance testing and user acceptance testing.
* Configured Data Sources, Import Sets, **SLA/OLA, LDAP** and Transform maps.
* Experience in developing web pages using **Java Script, HTML, XML, AJAX.**

**BestBuy, Richfield, MN Jun 2015- Feb 2016**

**ServiceNow Developer/Admin**

**Responsibilities:**

* As a part of support activity resolved incidents by provided with proper root cause investigation.
* Perform day to day **administration** of the **ServiceNow tool** Maintain **business services and configuration item relationships inServiceNow tool.**
* Developed **scalable solutions** and **reviewed business processes**.
* Provided **technical advisory** services for multiple options and risks.
* Evaluated and documented business **processes and functional requirements**.
* Implemented information **flow analysis** for various business streams.
* Analyzed and studies request processes and future automated processes.
* Experience in developing web pages using **HTML, CSS, XML, Java Script, AJAX jQuery.**
* Configured **SLA** implementation in **Incident** and **service catalog management (SCM)** based on user defined parameters.
* Extensive experience in activities related to **SFDC** Configuration like **Creating Roles, Profiles, Email Services, Page Layouts, Workflow Alerts and Actions, and Approval Process**.
* created different catalog views for different user group
* Investigate performance issues, troubleshooting tools, and use system logs to find issues.
* Installed **MID Servers** on remote desktop and conducted tests required for **Discovery.**
* Created notifications based on user requirements and also configured inbound email actions to create incidents or requests.

**Berkley Risk, Minneapolis, MN May 2013-May 2015**

**Software Analyst**

**Responsibilities**:

* Providing feedback for improvements in development process and guidelines.
* **Designing, configuring and customizing** ServiceNow platform to implement/sustain the following modules: **Incident Management/ Problem Management/ Service Request Management/ Change Management/ Release Management/ Asset Management/ Service Catalog/ Custom reporting**
* Designed and developed **client scripts, business rules and Java scripting.**
* Developed **UI**, presentation layer using **JSP, HTML, XML, Ajax, jQuery, JavaScript** and **CSS.**
* Involved in injecting dependencies into code using spring core module concepts like Spring IOC of Spring Framework.
* Used XSL/XSLT for transforming and displaying reports. Developed Schemas for XML.
* Experience working with **Team Foundation Server** (TFS) and **GitHub** version control of the source code along with the maintenance of the builds and the relevant documents of the same Developed **SQL queries, views** and **stored procedures** using **PL/SQL.**
* Identify issues with the requirements. Suggest and direct the stakeholders to potential resolutions of such issues.
* Developed detailed design documents for all the functional modules of the application to be used by the testing team to setup test cases.

**EDUCATION:**

Master’s in Information Assurance from Wilmington University.