

K Sheethal
ServiceNow Developer and admin

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PROFESSIONAL SUMMARY: _

Experienced ServiceNow Developer with over 7 years of experience in IT. Excellent reputation for resolving problems, improving customer satisfaction, and driving overall operational improvements.

- Experience in designing, developing, customizing & administering **ITSMsuite** of applications.
- In-depth knowledge of the technical implementation of Change Management, IncidentManagement, Problem Management, Service Catalog and Reporting.
- Extensive experience in activities related to Configuration like Creating Roles, Profiles, EmailServices, Page Layouts, Workflow Alerts and Actions, and Approval Process.
- Experience in working with Workflows, Flow Designers, Import Sets, and Update Sets.
- Experience in Business Rules, Client Scripts, UI Policies, Workflows and Service Catalogs in **ServiceNow**.
- Experience in migrating betweenvarious environments in ServiceNow using **Update Sets**.
- Experience on creating, monitoring, modifying, and publishing **service catalog workflows with approvals**.
- Profound experience in creating **access controlrules (ACL)**.
- Experience in customization of platform using **UI Actions, UI Pages, UI Macros**.
- Have Knowledge on Automated Test Framework (ATF) creation.
- Have knowledge on HR Module in creating activities, activity sets and working on life cycle events.
- Experience in REST Integration.
- Experience in creating Reportsusing **Reporting** and Performance analytics.
- Experience in creating **Database Views** for enhancing the wayof reporting.
- Strong team player, ability to work independently and in a team as well, ability to adapt to a rapidly changing environment, commitment towards learning, Possess excellent communication, project management, documentation, interpersonal skills.
- Configure ServiceNow tool for the defined processes. Design and develop scripts for anycustomization required.
- Worked for providing production support for ServiceNow for Service catalog, Incident, Problem,Task and Change management modules including research, Resolution and Communication for fulfilling clientrequest.
- Experience in Installation and Configuration of different modules of ServiceNow.
- Handling tool enhancements related stories.

ACADEMIC PROFILE:

Education	Institution	Year of Completion	Percentage
B.Tech(Computer Science)	Sridevi Womens Engineering College(JNTUH)	May 2016	80.5
Intermediate(MPC)	SKM Junior College	May 2012	93.6
S.S.C	Abraham Memorial High School	March 2010	91.5

TECHNICAL SKILLS:

ITIL Tools & IDE	ITSM, Service Now
Programming Languages/ scripting languages	Java script, C,Java, Html, css
Platform	Windows 2000/2003/2008/2010/XP, Linux.

PROFESSIONAL EXPERIENCE:

Company	Joining Date	Relieving Date
Cyient Limited	Sep 19,2016	Jan 2, 2021
Accenture	Jan 4, 2021	Till Date

Client: MDLZ , US**Company: Accenture****Role: ServiceNow Developer****Duration: April 2023 - Present**

Project Description: MDLZ is a project, which based on USA. The main objective of the project isto build Onboarding Setup using HR Module to ensure efficient and smooth onboarding of Employees

Responsibilities:

- Implementation of **HR Lifecycle Events, Activities, Activity Streams**.
- Building of **Record Producers, flows , Catalog client scripts, UI Policies**.
- Implementations of **Business Rules, Reminder Notifications, Scheduled Jobs**.
- Responsible for maintaining catalog items and their development.
- Creation of Email Notifications and Inbound Actions. Customizations Migration between Instances using **Update Set**.
- As per the best practices of ServiceNow, developed and configured **Business Rules, Script Includes, UI Policies, Catalog Client Scripts and Client Scripts, Scheduled Jobs** etc.

Client: ALDI, Germany
Company: Accenture
Role: ServiceNow Developer
Duration: January 2021 – March 2023

Project Description: ALDI is a project, which based on Germany. The main objective of the project is to build an IT Practices to optimize, transform, and ensure efficient and effective implementation of the ServiceNow platform and also provide a good user experience for users using the platform.

Responsibilities:

- Creation of complex **Service Catalogs and flow designers** and maintaining them with enhancements.
- Extensive customization on platform level using **UI Actions, UI pages and UI Macros**. With Rest Integrations between ServiceNow Instances.
- Creation of new **Landing Pages**.
- Responsible for maintaining catalog items and their development.
- Design and development of ServiceNow forms and views. Developed Scripts to invoke existing Scripts.
- Creation of Email Notifications and Inbound Actions. Customizations Migration between Instances using Update Set.
- As per the best practices of ServiceNow, developed and configured **Business Rules, Script Includes, UI Policies, Catalog Client Scripts and Client Scripts, Scheduled Jobs** etc.
- Created the reports using **Reporting** module and **Performance Analytics** module.
- Created **Automated Test Framework** (ATF) to make testing easier.
- Worked on TEST Management also created test cases.
- Analyzed technical solutions to build/customize the requirement.
- Extensively worked on **Access Control Rules** (ACL).
- Involved in **Agile process, 2 weeks Sprints, daily Scrums** to discuss the development of the application and **retrospective calls and Sprint Planning and Review** discussions.

Client: Equifax, US
Company: Cyient
Role: ServiceNow Developer
Duration: January 2018 – Jan 2, 2021

Project Description: Equifax is a project, which based on USA. The main objective of the project is to build an IT Service Management and other IT Practices to optimize, transform, and ensure efficient and effective implementation of the ServiceNow platform.

Responsibilities:

- Implementation of Problem Management, Incident Management, Change Management, Service Catalog Management, Email Notifications.
- Application Support for Incident Management, Problem Management, Service Catalog.
- Involved in developing **workflows**.
- Responsible for maintaining catalog items and their development.
- Reviewed **Business Rules** and recommended solutions for implementation.

- Design and development of ServiceNow forms and **views**. Developed Scripts to invoke existing Scripts.
- Development of SLA for the organizations. Implementation of **ACL**, Customized **Service Catalog** Management.
- Developed Import Sets to **import data** from different Sources.
- Developed **Transform maps** to map values between **Import Set** and ServiceNow **tables**.
- Customization of Incident Management Application.
- Customization of **Change Management Application** made customizations on change workflows including approvals.
- Creation of Email Notifications and Inbound Actions. Customizations Migration between Instances using **Update Set**.
- As per the best practices of ServiceNow, developed and configured **Business Rules**, Script Includes, **UI Policies**, **Catalog Client Scripts** and **Client Scripts**, **Scheduled Jobs** etc.
- Created the reports using **Reporting** module and **Performance Analytics** module.

Client: Cyient, India

Company: Cyient

Role: ServiceNow Developer

Duration: September 2016 – December 2017

Project Description: Cyient GHD- ServiceNow implementation is internal Cyient Project. We are responsible to implement the ServiceNow Service Management solution that includes Organization, Configuration, Business Services, Incident, Problem, Change, Service Level Management, and Service Catalog Applications.

Responsibilities:

- Implemented **22 catalog items** and workflows as part of the project.
- Configure approvals, SLA and notification based on the requirement.
- Import foundation data and write transform scripts as per the requirement.
- Customizing **Incident**, **change management** process using **Client Scripts**, **UI Policies**, **UI Actions** and **Business Rules**.
- Involved in Agile process, monthly Sprints, and daily Scrums to discuss the development of the application.

Achievements:

- Received “Most Valuable Performer Bronze - Individual”.
- Received “Accenture Celebrate Excellence - Team”
- Received “Accenture Celebrate Excellence – Individual”

Certificates:

- IT Information Library Foundations Certification (ITIL4)
- Certified System Administrator – ServiceNow
- Certified Implementation Specialist – IT Service Management
- Certified Application Developer – ServiceNow
- Micro-Certification – ATF, Flow Designer, Performance analytics, Agile and Test Management

Implementation

Personal Information:

Name	:	K Sheethal
Date of Birth	:	16 th Jun 1995
Marital Status	:	Married
Nationality	:	Indian
Languages	:	Telugu, English,Hindi

