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Certified ServiceNow Developer

Summary

- About 7+ years of experience in ServiceNow IT Service Management Solutions.
- Vast experience on implementing end-to-end Service Catalog, Incident Management, Problem Management, Change Management, Knowledge Management and Release Management with extensive knowledge on Content Management System and Service Portal.
- In-depth knowledge of the technical implementation, Configuration Management, Reporting, Discovery and Integrations.
- Hands on experience in all the scripting and core modules of ServiceNow
- Hands-on experience on inbound web services, outbound SOAP and Rest API.
- Experience in Web technologies (Web Services, SOAP, XML, JSON, Ajax, HTML, CSS, Jelly)
- Hands on experience in PPM and Agile development modules in ITBM.
- Hands on implementation experience in and Software asset management and Asset management process and modules.
- Excellent interpersonal and communication skills and ability to work in a team as well as individually and interacting with development team and business analyst.
- Lead and support various projects and directly interact with customers to gather requirements.

Technical Summary

ServiceNow Implementation

- LDAP configuration – connecting ServiceNow with organization Active Directory for authentication
- Domain separation configurations.
- Configuring LDAP scheduler to import users and groups from Active Directory

IT Services Automation Application:

- Customizing Incident Management, Problem Management, Change Management, Knowledge Management and Release Management.
- Service Catalog Implementation – Creating catalog Items, record producers, order guides, automating assignments ,approvals for service catalog and workflows
- Configuration and customization of Service Desk and different Modules including: Business Rules, Client Scripts, Dictionary Overrides, UI Policies and UI Actions based on user requirements.
- Creation of UI pages and UI Macros using jelly scripting.
- Homepage Administration, Email Notifications, Inbound Email actions.
- Implementing and customizing software asset management.

Custom Application Development

- Creating custom applications in ServiceNow using scoped applications.

Integration

- Automating IT services like AD Password reset, User account creation using ServiceNow Orchestration which helps to speed up the request fulfillment process.
- ServiceNow Integration Specialist with hand-on experience on inbound web services, outbound SOAP and Rest API.
- Hands on experience in integration with Azure and Self service App for Netbackup.
- Bi-Directional integration with monitoring tools like BPPM, Solarwinds and SCOM, Salesforce

IT Business Management Application

- Project Portfolio management implementation which helps organization to maintain the progress of all projects in each phase.
- Vendor performance management implementation which helps organization to manage vendors of different categories
- Worked in IT financial management modules.
- Worked on Agile Scrum methodologies like Agile Development , SAFe Agile modules in ServiceNow

IT operations management Application:

- Hands on experience in SCCM and Discovery tools.
- Worked with infrastructure team on implementing Discovery and other related features.

Software Asset Management and ITAM
- Implementing software asset management methodologies and creating custom software license types.
- Implemented complete Software asset management process with SAM Pro plugins.
- Implemented IT Asset management including hardware and software assets.
- Worked as an ITAM consultant in gathering the client requirements and proposing desired ITAM solutions.

Automated Test Framework
- Have hands on experience in creating automated test cases for applications.

Methodologies

- Agile SCRUM development methodology for ServiceNow development
- Followed Java coding standard

Education

- **Master of Science in Computer Technology** with a percentage of 80% from St.Joseph's College of Engineering, Chennai in 2008-2013

Programming Languages

- Java
- JavaScript, HTML, XML and CSS

Databases

- MS SQL Server,MySQL,Oracle

Certifications

- ITIL V3 Foundation
- Certified ServiceNow System Administrator

Projects Handled

1. **Title** : ServiceNow Development

   Role : Senior ServiceNow Developer

   Responsibilities:
   - ServiceNow user account management using LDAP integration
   - Implemented the following ITSM disciplines: Incident management, Request management, Problem management, Change management and Release management
   - Service Catalog development and modifications
   - Self-Service portal development and customization using Service portal
   - Custom application development based on business requirement
   - Integration with other 3rd party tool
   - Direct interaction with Client

2. **Title** : ServiceNow Development.

   Role : Senior ServiceNow Developer

   Responsibilities:
   - Implemented the following ITSM disciplines: Incident management, Request management, Problem management
   - Service Catalog development and modifications

- Implemented Domain separation concepts
- Self-Service portal development and customization using Service portal
- Custom application development based on business requirement
- Reports and Dashboards.
- Worked in Client Location to gather user requirements.
- Servicenow integerations using REST and SOAP.

3. **Title** : ServiceNow Development

   Role **:** Senior ServiceNow Developer

   Responsibilities:

   - Implemented the following ITSM disciplines: Incident management, Request management, Problem management, Knowledge management, Change management and Release management
   - Service Catalog development and modifications.
   - Cloud Provisioning automation using ServiceNow Orchestration
   - ServiceNow discovery implementation for the infrastructure team.
   - Self-Service portal development and customization Custom application development based on business requirements
   - Project Portfolio implementation and customizations
   - Worked in ServiceNow integrations with REST API

4. **Title** : ServiceNow Development

   Role **:** Senior ServiceNow Developer

   Responsibilities:

- Hands on experience of 7 years in developing and managing service oriented applications such as ServiceNow with scripting training
- Prior experience with the Discovery tool in SNC and strong knowledge of the CMDB and Asset management modules and software asset management modules
- Worked in JavaScript, Jelly Scripting, HTML, Ajax, CSS
- Worked on creating customer facing portals using service portal.
- Worked on Automated test framework projects.
- Implemented end to end process using Software asset management professional for the customer.
- Worked in integrations and using Web technologies (Web Services, SOAP,REST, XML, JSON, Ajax, HTML, CSS)
- Lead the operations and support projects for the customer.