ABDUL RAKHEEB

Phone: +91 8143587724 Email: rakheebabdul7724@gmail.com

**Summary:**

I am skilled in ServiceNow, JavaScript, HTML, and CSS. Strong community and social services professional.

**Experience:** Working as a Software Engineer in Sotiotech Private Limited, Hyderabad since Feb, 2020, and Certified as ServiceNow Certified System Adinstrator(CSA) No: 23627378.

**Education Background:**

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| **Qualification** | **Institution** | **Completed Year** | **Percentage** |
| B.Tech | JNTUk | 2020 | 61% |
| Intermediate | Prabhas Jr College | 2013 | 59% |
| SSC | Don Bosco public school | 2011 | 58.5% |

**Technical Skills:**

**Lannguages**: Java script, HTML,CSS

**Database:** SQL Server

**Operating System:** Windows, Mac IOS

**Software Application**: ServiceNow

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| **ServiceNow Administration/Configurations** | **ServiceNow Development** |
| * Instance Branding & Coloring * Update Sets & Related movements using XML and Update sources (Team Dashboard – Push & Pull) * Creation of Data models (Tables, Columns) * Forms, Form Layout, Form Design, Views, Sections, Related Lists * List Layout, List calculation, List Controls * Users, Roles & Groups * Creation of Applications, Modules & Categories * Reports: Bar & Pie charts * Import sets, Transform maps * Scheduled Reports * Scheduled Jobs * ACL * SLA Configuration * Email Setup and Notification Management * Clone Management * Patch and Upgrade Management * Incident Management, Problem Management, Change Management, Knowledge Management * Workflow | * **Client-Side Development:**   1. What is Client-Side Development? 2. Client Scripts 3. UI Policies 4. UI Policy Actions 5. UI Policy Scripts 6. UI Actions 7. UI Messages   * **Server-Side Development:**   1. What is Server-side Development? 2. Business rules 3. Script Includes 4. UI Actions 5. Event Registry 6. Script Actions 7. System properties 8. Background Scripts 9. Fix Scripts 10. Transform Scripts 11. Relationships |

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| **Integration: REST Message, SOAP Message, Table API, Scripted REST API, Integration Hub.** |
| **GLIDE API's: Glide Form(g\_form),Glide User(g\_user), Glide System(gs), Glide Record, Glide Ajax, Glide Aggregate, Glide Date, Glide Date Time**  **Service Portal : Beginner** |

**Inter Personal Skills:**

* Excellent verbal and written communication skills
* Detail oriented, Quick learner, good listener with strong problem-solving skills
* Proven ability to work under pressure, prioritize and meet deadlines
* Experience in all phases of Software Development Life Cycle (SDLC) such as Requirement gathering, Designing, Developing, Coding, Debugging, Testing, Implementation and Maintenance.

**Project: 1**

**Project Name : Cars.com**

**Team size : 6**

**Methodology : Agile, Development ,Modules used(service catalog, integration hub,flow designer,scripting)**

**Project Decription:**

For Cars.com we were developing Catalog Item’s ,Request management, Along With custom applications for cars.com.

According to the customer category.

**Responsibilities :**

* Information gathering. Basic inventory items and employee data
* Import Sets, Export sets Transform maps
* Creating Applications, Modules and category.
* Creating Users, Roles and Groups.
* Attending the daily scrum calls
* Deployment to Production twice a month
* Cerating Flows & subflows using Flow designer & workflow’s
* Schedule and run ATF test suites to verify servicenow instance before and after change.
* Worked on Functional Business logic testing and Regression testing.
* Worked on Identifying the essential functionality, Create tests to validate functions and Package test into suites.
* Setting up the instances like: Dev, Dev Master, Test, SIT, UAT, Pre-Prod and Prod
* Setting up meetings for the team
* Coordinating with the employees for any required new features issues in the environment.
* Planning the project stages, design, requirement
* Acquiring the knowledge from clients during transition calls System Implementation & development.
* Follow the best practices while writing Client-Side code and Server-Side Code

**Project: 2**

**Project Name : Ricoh Canada**

**Team size : 6**

**Methodology : Agile, Development,modules used (import sets,refrence fields,rest integration,soap integration ,scripting )**

**Project Decription**

We were fixing development issues and adding current data and new data to the inventory to implement service portal. While addressing issues mainly in Incident Management, Problem Management modules and working on completing development tasks.

**Responsibilities:**

* Understanding and representing your customer’s needs as part of providing IT services that meet or exceed those business needs
* Responsible for the optimal operation of our environment by actively investigating issues and solving problems before they occur in Testing.
* Testing Service portal for validation of various workflows of ITSM.
* Building and running automated test suites, using Automated Test Frame Work
* Testing whether the UI policy, Data Policy, Business Rules, Client Scripts and ACL's are working as per the requirement
* Working with ITSM team members, internal customers, and external partners to design,
* And using Mostly Integration Hub & REST Integrations, Table API’s & Scripted REST API’s
* develop, configure, test, document, and deploy new functionality and fix existing issues
* Updates & maintains a comprehensive testing protocol for Service-now instance upgrades with the purpose of certifying all applications for use after the upgrade completes
* In depth understanding of ServiceNow functionality and how ITIL processes can be implemented in ServiceNow including, but not limited to Incident Management, Change Management, Problem Management, Asset Management, CMDB Management, Service Catalog, Knowledge Management, and Service Portal modules
* Scheduling weekly and monthly reports for the client.
* Understanding the requirement and Implementing of Enhancements as per requirements
* Validating client scripts UI Policies, UI Policy Actions, UI Policy Scripts, UI Scripts, UI Actions, UI Messages on the service portal.

**Personal Details:**

Name : Abdul Rakheeb

Mother Name:Abdul Ahamadunnisa

Father Name: Nayab Rasool

Contact Address : 12-63,krishna nagar,Buddy Street,Vijayawada, Andhra Pradesh-520007

Date of Birth : 21/08/1996

Sex : Male

Nationality : Indian

Marital status : Married

Languages known: Telugu, English, Hindi & Urdu