Shivuni Lokeshwari

Servicenow Admin/developer

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Education

Post-Graduation

MTech (Computer Science) BITS-PILANI .... *Year 2015 – 2019*

M.Sc. (Computer Science) Bhavans Vivekanandha College .... *Year 2013 - 2015*

Skills

Tools:	IT Service Management	
Service-Now, HPSM	**(ITSM)Integrations, Service Portal,**	
	SQL, Java Script, HTML, and CSS	

Work Experience

- IT professional with **8+ Years** of work experience. Worked on various roles in Development, Administration, Customization and Support Projects.
- Having 4**+ Years** of work experience in ServiceNow.
- Worked on Service portal – OOTB and Custom Widgets, Custom Portal Pages.
- Procured Reports based on Customer requirements.
- Able communication skills that have been honed through interacting with people at various levels and with stakeholders. Expertise in dealing with high priority issues within the SLA period.

Wipro, Hyderabad .... **Sep 2015 – Till Date**
Designation: Associate Consultant

Project name: 3M (June 2019 – Till Date)

Tool: Service – Now

I have worked in the Administration, Development Team for ServiceNow on ITSM platform to meet business needs. I participated as a System **Administrator & Developer** to contributed work in Customization, Maintenance and Support.

Administration & Development

- Worked on Customizing Home Pages, Form Layouts and list layouts.

- Generating various reports as per customer requirement.

- Experience in working with Business Rules, Client Scripts, UI Policies, UI Scripts, UI Actions, Script Includes and Scheduled Jobs.

- Worked on creating and customization of workflows and workflow activities.

- Worked with schedule jobs, events and triggers to manage business needs.

- Creating User Records, Group records and Assigning Roles to Users.

- Designed the Form with various types of fields, Form layout and Form Design.

- Created UI Policies to make few fields visible, mandatory and vice versa based upon conditions ⬜ Written business rules on insert, update, delete and query actions.

- Written Client scripts for display and hide of some fields based on some conditions, to generate alerts for users help.

- Created Knowledge Articles.
- Worked on Email notifications including In-bound emails.
- Creating events in Event Registry.
- Creating Templates and email Scripts as per requirement.
- Triggering emails from Workflow, Scheduled Job, Business rule and Scripted Rest API's.
- Written business rules to trigger the email events which send emails to users who have impacted and for whom that ticket has been assigned.

Security Rules

- Restricting the users who try to enter table or form for which they don't have access.
- Wrote ACL's to Restrict Read access to the UI pages

Service Catalog

- Created Catalog Items, My work in creating Catalog Items include:
- Creation of catalog items with appropriate variables and variable sets.
- Writing Catalog Client scripts, UI Policies.
- Developed workflows and flow designers as requirement.
- Developed Logic for Workflow as per requirements like Creating Tasks and assigning them to appropriate team to handle the Task along with approval (Multi – Level).
- Creating order guides.

Service Portal

- Created Portals as per customer requirement.
- Configured Portal pages with appropriate widgets.
- Worked on OOTB UI pages and customized as per business need.
- Widget to Widget Communication.

Project name:3M (SAPPHIRE, Ariba) (Mar 2016 – May 2019)
Skills: HPSM, SQL

- Acting as a SPOC for the Customer to provide the status update whenever a major incident occurs
- Driving the MI Bridge for all Resolver Groups and continue the discussions till the Major incident is resolved
- Coordinating with the respective SMEs for speedy resolution of the Major Incident
- Ensuring the Major incident is resolved within the SLAs agreed with the Customer
- Taking all the preventive actions to minimize the service and business impact in case resolution time seems to be high.
- Preparing the Major Incident Report (MIR) for every Major Incident after it is closed.
- Conducting a review meeting with relevant members to identify the triggers for the Major Incidents, what caused them, and how to prevent such Incidents happening in future.
- Ensuring that the causes for all Major incidents are analyses and root cause is identified (through coordinating with problem Management process)
- Conducting the knowledge sharing sessions across the teams/new joiners to avoid occurring of the major incidents
- Participated in KT sessions, Prepared and maintained System Maintenance Technical document and Execution process document when there is a change in the functionality.
- Issue resolution and incident closure with SLA

- Changes in scheduled tasks and integration files, Approval flow and ERP integration related files
- Catalog loads, Data loads to QA and Production
- Stored Procedure changes, Eform maintenance and customizations
- Monitor Ariba Integration Toolkit(ITK) files
- Resolve bugs by customizing AML/AQL/Java/Batch files.
- Direct point of contact to Europe Superuser(Interacts with 30 Europen countries)
- Creating profiles for users to Sapphire application and providing needed access to the users
- Creating database tables, stored procedures etc for DB whenever it needs.
- Raising requests for users to Sapphire groups in power apps of 3M
- Generating user needed reports from DB by using SQL join queries

Personal Details

Date of Birth   : 04/01/1993
Languages Known   : English, Hindi, and Telugu

Lokeshwari