

## **SAI SARANYA**

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### **Professional Objective**

ServiceNow developer/administrator with 4 years of IT experience, specializing in IT Service Management (ITSM), Human Resources Service Delivery (HRSD), and IT Infrastructure Library within ServiceNow. Skilled in incident, change, problem, and asset management, with proficiency in Business Rules, Client Scripts, UI Policies, and more.

### **Professional Summary**

- Over 4 years of experience in IT, with 3+ years specializing in ServiceNow development and administration.
- Hands-on expertise in implementing ITSM Applications such as Incident Management, Problem Management, Change Management, Knowledge Management, and Service Catalogs.
- Strong understanding of ITIL processes.
- Proficient in handling client requirements, providing solutions, and knowledge sharing within ServiceNow.
- Experience working with various ServiceNow components including Business Rules, Client Scripts, UI Policies, UI Scripts, UI Actions, UI Pages, Script Includes, and Access Control Lists.
- Familiarity with email notifications, inbound actions, reports, gauges, and home pages.
- Expertise in ServiceNow security.
- Worked on integrations using REST API and SOAP.
- Experienced in creating Catalog Items, Record Producers, and user guides.
- Skilled in creating and customizing complex workflows and custom workflow activities.
- Knowledgeable about Web services and REST.
- Proficient in debugging issues and fixing them.
- Experience with scheduled jobs, events, and triggers to manage business needs and handle background work.
- Proficient in managing ServiceNow data using Import Sets and Transform Maps.
- Created email notifications in ServiceNow.
- Developed service catalogs to fulfill various business requirements.
- Proficient in ServiceNow HR Service Delivery module for streamlining HR processes.
- Skilled in configuring HRSD workflows, case management, and employee service portals.

## Work Experience

### **ACADEMIC CO-ORDINATOR || SRI VASISTA EDUCATIONAL TRUST || JUN 2023 TO JUN 2024**

- WORKED CO – ORDINATOR WITH SRI VASISTA EDUCATIONAL TRUST SINCE JUN 2023 TO JUN 2024.

### **SERVICENOW DEVELOPER || COGNIZANT || MAY 2019 TO MAY 2023**

- WORKED AS SERVICENOW DEVELOPER WITH COGNIZANT SINCE MAY 2019 TO MAY 2023.

## Project Experience

### **PROJECT-2:**

**Client: Citi bank (Banking)**

**Role : ServiceNow Developer**

### **RESPONSIBILITIES:**

- Worked on CMDB created identification and reconciliation rules to update CMDB CI's.
- Worked on change tasks to update CMDB.
- Worked on CMDB requests to insert or update CI into CMDB.
- Created transform maps mapped fields and created transform map scripts.
- Worked on Incident management, Knowledge management, Service level management and Request fulfillment.
- Service-Now consultation and implementation.
- Grooming newcomers and sharing knowledge.
- Documentation of changes and new development as technical and functional specs.
- Design and implement new functionality using Business Rules, Client Scripts, UI Policies, UI Scripts, UI Actions, UI Pages and Script Includes.
- Service Catalog and Request Workflow Design.
- Worked on demand management.
- Customized Incident/Problem/Change/Service catalog applications using Business rules, Client scripts.
- Responsible in building Catalogs, Catalog categories and Record producers. Defined users, groups and roles and providing accessing permissions Developed Incident, Service Level Management (SLM) and Service Catalog modules.
- Process flow is configured for Incident Management based on various states of ticket.
- Generic Workflow designed for Service Catalog items as per client requirements.

### **Project 1:**

**Client** : **Walt Disney**  
**Role** : **Executive Trainee**

### **Responsibilities:**

- Working with client and functional requirements within Service Now.
- Facilitating rollout of new applications and modules.
- Worked on customizing Incident, Problem and Change management screens using Client Scripts, UI Policies, UI Actions and Business Rules.
- Design and implement new functionality using Business Rules, UI Policies, and Access Lists.
- Created Buttons and context menus on both form and lists using UI actions.
- Service Catalog and Request Workflow Design and Configuration.
- Designing the Content Management System for Varian system, which involved layout, CSS and service catalog work.
- Created various workflows for Incident Management, Change Management, Service Requests and SLA's.
- The service we also provide to clients is a semi-managed service for administering their Service desks that has been implemented. This includes various administration tasks within Service desk software.
- Designed many email templates by using html, jelly scripting, and used them in notifications.
- Worked with the windows team, network team and Asset team in order to check for the data collected through discovery is accurate.
- Written script includes and invoked them in business rules and client scripts.
- Imported Configuration Items (CI) from third party applications using import set tables.
- Created data sources and loaded the Service-Now tables with different data formats.
- Created transform maps both automatic field mapping and scripting.

### **Technical Experience:**

- Certified System Administrator – CSA
- Micro Certifications – ATF