**Name: Surendra**

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**PROFESSIONAL SUMMARY**

* Around **7 Year’s** of **strong IT** experience and over **5+ years** of experience as a **Servicenow Developer** and **Administrator** in…
* Experience with complex integrations within the **ITSM environment** such as **Service Now -Siebel, Service Now - Web Service Integration.**
* Experience in **Software Development Life Cycle (SDLC) in** developing and designing user friendly, cross browser complaint web sites, and User Interface (UI) applications using **JavaScript, jQuery, JSON, HTML4/5, CSS2/3, DOM, AJAX, XML.**
* Implementation and customization of **ServiceNow modules** and features (e.g., **CMDB, Knowledge, Orchestration**).
* Created **Workflows, Sub Flows** and **Tables** on **Helsinki** & possing good Knowledge of **CMDB** and **Asset Management Services**: Business Services and Configuration Item relationships.
* Direct hands on experience on various **ITSM (IT Services of Service-Now)** tool like **Service Catalog Requests,** **Asset Management, Configuration Management, Service-Now Administration, Incident** and **Problem Management, Knowledge Management, Reporting, Integration** with **Web Services**.
* Excellent expertise in developing and maintaining SERVICE CATALOG on creation of **workflows** for Service Catalog items in **Service-Now.**
* Designed and implemented new functionality using **Business Rules, Client Scripts, UI Policies, UI Scripts, UI Actions, UI Pages, Script Includes,** and **Access Control Lists**.
* Expertise in Design and Configure **ITSM** and customizing the applications using **Java script, AJAX** and **HTML** in **Service Now.**
* Tracking of Incident from creation to closure, with timely communication to business. Monitoring service level agreement **(SLA's) and operation level agreement (OLA's).**
* Good Knowledge about **ITIL** standards which are helpful in development and customization of **ITSM Applications.**
* Strong knowledge in **Agile Development, Scrum** and **Waterfall Methodologies**.
* Experience in using version control tools such as **SVN, CSV** and **GIT**.
* Experience In Implementation, Design, Development, Documentation, Deployment, and post-production support following Software Development Lifecycle using **SDLC SCRUM.**
* Extensive knowledge and experience in Implementation and Administration of **Service Now, HP Service Manager** **/Service Center, Connect-It, SC-Auto** and **Asset Manager.**
* Experience in applying the latest development approaches including **MVC**, event-driven applications using **AJAX, Object Oriented (OO) JavaScript, JSON**, and **XML.**
* Experience in Fixing CSS Cross Browsing Compatibility issue and web application scaling.
* Performed integrations and process automation using ServiceNow Orchestration.
* Expertise in building strong websites confirming Web 2.0 standards using Yahoo User Interface (YUI) Framework, **Dojo, JQuery, HTML, XHTML, DHTML & CSS** to develop valid code and table-free sties.
* Experience in developing React Components using React Js.
* Experience in Bootstrap (responsive design), Backbone, **React Js, AngularJS and Node** Js frameworks.
* Knowledge in **Unified Modeling Language (UML), Flow Chart, Class Diagrams, User Diagram, Activity** and **Sequence Diagrams.**
* Experience in creating Templates, Mockups and Prototypes, Web Interfaces, Layouts and Flow of future pages Using Web Standards.
* Experience on working with CSS background, Layouts, Positioning, Text, Border, Padding, Pseudo Classes, Elements and **CSS** behaviors in **CSS**.
* Experience in using various tools and **IDEs** for development and design like **NetBeans, EditPlus, Notepad++, Eclipse, Adobe Photoshop**, and **Dreamweaver.**
* Experience in System Analysis, Design, Workflow Architecture, Development, Testing and Maintenance of web based applications.

**TECHNICAL-SKILLS**

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| --- | --- |
| **ITIL** | ITSM, Service Now, JavaScript, HTML, CSS |
| **Service-Now Modules** | Incident Management, Change Management, Problem management, ServiceCatalog, Service Level Management, CMDB, Release Management, Asset Management, Web Services, ODBC Connectivity, Helsinki. |
| **ITSM Tools** | ITSM Suite, Service now, HP Service Manager, HP Access Manager, BMC Remedy |
| **Specialties** | ServiceNow, Remedy Now, ITIL. |
| **Web Developmen** | HTML5, SASS, LESS,Atomic CSS, CSS3, SASS, LESS, JavaScript, Servlet, JSP, PHP, JSON, JDBC, AJAX, XML,XHTML, MVC, DOM. |
| **JavaScript Libraries** | JQuery, React.js, Angular.js, Backbone.js, Require.js, Node.js, Bootstrap. |
| **Database** | MySQL, MSSQL, Teradata, PLSQL, MongoDB. |
| **Operating System** | Windows, Linux, Unix, Mac OS X. |
| **Methodologies** | Agile, Scrum, Waterfall. |
| **IDEs worked on** | Notepad++, Eclipse,Visual Studio, Adobe Dreamweaver, Sublime Text2 |
| **Microsoft Publisher****Application Servers** | Apache Tomcat, Web Logic, Web Sphere. |

**Professional History**

**Magellan Health, St. Louis, MO October’2018 – Till Date**

**ServiceNow Engineer**

**Responsibilities**

* Assisting client implementing the MSP (Managed Service Provider) instance for Service-Now and Domain separation for Service-Now Instances.
* Working with client and functional requirements within Service Now. Facilitating rollout of new applications and modules.
* Assist in the definition of business requirements and provide definitions and updates of system design documentation.
* Implement Service-Now customization including, but not limited to, Client Scripts, UI policies, UI Actions, Script Includes, Business Rules, workflow administration, report setup, and data imports and exports.
* ServiceNow application development; including creation and configuration of Service Catalogs, Email Notifications, Data imports and exports and Reports.
* Orchestrated the efforts of vendors, and internal divisions/departments to internalize new IT Asset Management processes.
* Developing new functionalities and custom application for Asset and Inventory Management using Transaction based methodologies using UI pages, client scripts and script includes.
* Created Asset Manager Reports in Info view according to the business requirements.
* Installed Asset Manager Application Server.
* Created Asset Manager Reports in Info view.
* Manages data with Tables, the CMDB, Import Sets, and Update Sets.
* Worked on the latest release Helsinki which is the advanced release and discovered Service-Now upgrades.
* Experienced in the analysis, development and automation of various ITSM processes including Incident Management, Change Management, Asset Management, Service Request, Configuration Management including setup and configuration of MID Servers.
* Worked on integration using SOAP / WSDL / RESTFUL.
* The service we also provide to clients is a semi managed service for administering their Servicedesks that has been implemented. This includes various administration tasks within Service desk software.
* Created Buttons and context menus both on form and lists using UI actions
* Designed many email templates by using html and jelly scripting and used them in notifications.
* Designed Orchestration Workflow for AD and Email Exchange.
* Created new Business Rules/Script Includes/Client catalog script/Client Script. Configured chat functionality for Service Desk ticketing queue.
* Created transform maps for importing CMDB data.
* Experience on CredentialManagement. Built CyberArk integration from scratch to store orchestration credentials externally to ServiceNow.
* Experience on various IT Services of ServiceNow tools like Incident, Problem, Change, ServiceCatalog requests, Reports, Gauges, and Web Service Integration along with MID Server.
* Written script includes and invoked them in business rules and client scripts.Imported Active Directory to Service now using data sources.
* Worked with Record Producers, Order Guides , Work Flows and Orchestration in Service Catalog Management.
* Created data sources and loaded the Service-Now tables with different data formats .
* Created transform maps both automatic field Servicenow mapping and scripting. Also, worked on Asset Management and loaded the data into it.
* Integrated Fire eye tool with Service-Now using Email integration i.e. inbound actions scripting.
* Worked on the integration of Service Now with Siebel, integrated Service Catalog and Incident module.

**Environment**: Service Now, CMDB, CSS, Eureka, Fuji, HTML/XHTML, JQUERY, JavaScript, XML, WebServices, CMDB, MS SQL, Crystal reports 2008/9.x.

**PANERA, St. Louis, MO May’2016 – September’2018**

**ServiceNow Developer**

**Responsibilities**

* Involved in creation of Service Now Applications, Modules, tables, columns as per requirements.
* Involved in development of Service catalog which includes creating new catalog items, Order guides, designing workflows for Change management.
* Involved in reaching out to stake holders to gather requirements and fulfilling the requirements according to the user needs.
* Worked with Orchestration to automate New Hire process to create AD account, Email Account and other application access.
* Designed Orchestration Workflow for AD and Email Exchange.
* Created various workflows for Incident Management, Change anagement, Service Requests and SLA's. Involved in creating ACL's as per the client needs.
* Understanding technical and functional design requirements for Service Now, workflow engines. Created workflow and web prototypes.
* Involved in Implementation, Customization and Maintenance of ITIL modules such as Incident, Change, Problem, Knowledge, Service Catalog and CMDB in Service Now.
* Involved in creating the Business Rules, Client Scripts, UI Actions and UI Policies.
* Involved in Creating UI Macros and UI Pages. Worked on Loading, manipulating, and maintaining data between Service-now and other systems. Worked with IT managers to generate views and reports.
* Involved in LDAP integration with Service Now for obtaining users and groups.
* Worked on integrating Service Now with external SOAP and REST based web Services.
* Involved in the Service Now instance upgrade activities and patch fixes to Service Now instance.
* Involved in cloning activities like raising the request for cloning and excluding some tables to not come under cloning.
* Involved in creating UI Pages, UI Actions, Catalog UI policies, Business rules, Client side scripting and server side scripting.
* Good knowledge of CMDB and Asset Management Services: Business Services and Configuration item relationships.
* Involve in migration between various environments in Service-Now using update sets and import sets. Maintained the Configuration Items and modified the forms and form Sections.
* Worked with reporting in configuring Service Level Agreements (SLA). Experience working in Service Now versions like Eureka, Fuji, Helsinki.
* Exposure to new plugins like incident alert management, Orchestration and structured problem analysis.
* Responsible for the acceptance, identification, storage and withdrawal of all supported CIs.
* Responsible for ensuring that all the CIs are registered and these records are correct and up to date.
* Worked on change management module by enhancing the tool to the stakeholders and made it easy to understand.
* Strong experience in working on user interface applications and web applications using HTML/XHTML, CSS3, JavaScript, JQUERY, Bootstrap and XML.

**Environment**: Service-Now, Crystal reports 2008/9.x, CSS, UI,Eureka, Fuji, Geneva, HTML/XHTML, JQUERY, JavaScript, XML, Web Services, CMDB, MS SQL.

**NetApp, Sunnyvale, CA [REMOTE] December’2015 – May’2016**

**ServiceNow Developer**

**Responsibilities**

* Created various front-end forms, and associated Client Scripts, UI policies, including advanced customizations that require modification of UI Pages/Macros.
* Communicating with end users, identifying their difficulties and changing the applications as per their requirements.
* Designed Workflows, along with standard Workflow templates which can be reused.
* Worked on UI customizations for forms, lists and UI actions.
* Service Catalog (Request Item, Order guide and record producer) has been created based on client requirements. Workflow has been created to support the approval workflow and task assignment.
* Used system logs to view information about system activity (i.e. Work Flow, Configuration, Transaction, Email, Events, System and Upgrade logs).
* Educating end users on the usage of service now applications like incidents, problems and service catalogs.
* Created and modified Update sets to transfer data from one service now instance to another instance.
* Implementation of ACL. Involved in creating and updating Access Control List (ACL) rules to control what data users can access and how they can access.
* Created Catalog Requests and record producers & created full documentation for Service-Now applications.

**Rural Shores, India August’2013 – November’2015**

**Software Engineer**

**Responsibilities**

* Responsible for developing the Web pages using HTML4, CSS3, LESS, JavaScript, Node Js, Backbone Js, JSON, jQuery, PHP and Ajax.
* Developed Page layouts, Navigations and presented designs and concepts to the clients and the management to review.
* Used JQUERY plug-ins to implement features as a light box, galleria, sliders and other intuitive features.
* Used **XMLWeb Services** using **SOAP.**
* **Used SOAP web services to send and receive the data.**
* Created XHTML Pages with CSS and the Box Model.
* Involved in Writing JQuery based Ajax Requests using jQuery. Get (url, data, callback, type) or jQuery. Ajax(options) and jQuery. Post (url, data, callback, type) and jQuery. Get (url, data, callback, type).
* Used JQuery plug-ins for Drag-and-Drop, Widgets, Menus, User Interface and Forms.
* Developed Date Time Picker using Object Oriented JavaScript extensively.
* Debug the application using Firebug to traverse the documents and manipulated the Nodes using DOM and DOM Functions.
* Involved in developing XUL, HTML, and JavaScript for client side presentation and, data validation on the client side with in the forms.
* Worked in Onsite - Offshore model.
* Written SQL Queries to interact with Oracle database.
* Successfully executed all the test cases and fixed any bugs/issues identified during the test cycles.

**Environment**: HTML4, CSS3, LESS, JavaScript, JQuery, JQuery UI, Node Js, Backbone Js, Dreamweaver, AJAX, PHP, MYSQL, SOAP API,JSON, ECLIPSE, MS Office and SVN.

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“Thank you”