Sandeep Racha

Hyderabad, India

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**CAREER SUMMARY**

Sandeep is a dedicated Service Now professional with 4 years of hands-on expertise on ITSM (IT Service Management) in technical implementation across various Service Now modules, including Incident Management, Problem Management, and Change Management. Proficient in developing Client Scripts, Business Rules, and UI policies, Sandeep excels in crafting tailored solutions to streamline flow designer and enhance user experience. With a strong command of Glide Script and AJAX, Sandeep adeptly designs and develops custom applications, front-end forms, and Service Catalogs. Experienced in IT Service Management processes, Sandeep effectively communicates with stakeholders to identify pain points and optimize automation, fostering efficiency within ServiceNow environments.

**TECHNICAL PROFICIENCY**

**Ticketing Tools:** ITSM,Service Now, Administration, Development, Integration

**Languages:** Java Scripts, HTML, CSS

**Service Now Expertise On ITSM Module :**

**Admin:** Incident Management, Problem & Change Management, SLAs, Administration & Migration, User Administration, Groups & Roles Creation

**Development:** Flow Designer, ACLs, UI Policies, Client Scripts, Business Rules, UI Actions, Service Catalog Management, Reporting, Email Notification, Custom Applications, Cloning

**Scripting:** Client scripting, General scripting, Server Scripting

**Integration:** Integration with ServiceNow via REST AND SOAP

**WORK EXPERIENCE**

**DXC Technology India Private Limited (Dates 11/21 to 03/24)**

**Project:** Vision Bank Development & implementation | **Role:** Service Now Developer

**Module**: ITSM (IT Service Management)

**Responsibilities:**

* IT Service Management(ITSM) involvement in incident, Problem, Change Management
* Designed and developed the form for the business users as per their requirements
* Interacted with clients for requirements clarification and involved in technical & functional design
* Involved in Customization of frame outline and design for different ITIL processes for Incident Management, Problem Management, Change Management, and Service Catalog
* Handled Client scripts, Business Rules, Notifications & Workflows
* Created Email Templates as per the requirements and then scheduled the Email notifications, which will trigger in different scenarios
* Used Client Scripts, UI policies, UI Actions, Business Rules, Script Includes, UI Pages, Access Control lists, Background Scripts, Notifications, Inbound email actions in building deliverables
* Involved in the creation of Application Modules, Tables, Forms, Links, Dictionary overrides, UI Policies, UI Actions, and Data Policies
* Designed and implemented new functionality using UI Policies and Data Policy
* Created workflows for Problem Management, Change Management, Service Requests, and SLAs
* Fixed the bugs for Incidents, Problems, and Change Management
* Built Catalog items, Record producers, and Order Guides
* Created SLAs and participated in running SLAs and was responsible for closing successfully
* Created the customization of Access Controls (ACLs)
* Provided Table level and Field level security by Access Controls based on rules
* Deployed update sets from non-production to production instances

**UNOSIS IT SOLUTIONS PVT LTD (Dates 03/20 to 11/21)**

**Project:** Nordex | **Role:** Service Now Admin

**Module**: ITSM (IT Service Management)

**Responsibilities:**

* Responsible for providing analysis, documentation and reports in support of the IT Service Management
* IT Service Management(ITSM) involvement in incident, Problem, Change Management
* Represented customer’s needs as part of providing IT services that meet or exceed those business needs
* Managed optimal operation of our environment by investigating and solving problems before they occur
* Escalated performance issues, unresolvable incidents, and service interruptions to Service-now technical support. Created and updated incident records in Service-now’s tracking system
* Configure User Accounts, Groups & Roles
* Collaborated with ServiceNow functional team to build requested items and tasks using workflows to manage processes from the customer to the fulfillment teams
* Worked directly with end users to resolve the issues within ServiceNow
* Involved in Customization of frame outline and design for different ITIL processes for Incident Management, Problem Management, Change Management, and Service Catalog
* Created Application Modules, Tables, Forms, Links, Dictionary overrides, UI Policies, and Data Policies
* Resolved typical user access and role issues by checking the active directory and user table
* Designed and implemented new functionality using UI Policies and Data Policy
* Fixed the bugs for Incidents, Problems, and Change Management
* Built Catalog items, Record producers, and Order Guides
* Fixed bugs as support for Incident, Problem, and Change Management
* Created SLAs and participated in running SLAs and was responsible for closing successfully
* Created the customization of Access Controls (ACLs)
* Provided Table level and Field level security by Access Controls based on rules
* Used import sets and transfer maps to import the data into ServiceNow

**EDUCATION & CERTIFICATION**

* Bachelor of Technology - Jawaharlal Nehru Technological University (JNTUH)
* CSA (Certified System Administrator)