

**Aditya | ServiceNow Developer/Admin**

**Employer Details:-**

**Email:-** [**Parker@stiersol.com**](mailto:Parker@stiersol.com) **Mobile:- (610) 553 6336**

**Professional Summary**

* A Qualified IT Professional with **7 years** of experience in ServiceNow Developer/Admin.
* Experience in Configuring Applications using Service-Now tool, used in ITIL Management. Strong understanding of ITIL V3. Deep functional and technical knowledge of the Service Now platform as well as experience delivering medium to large-scale Service Now implementations.
* Expert in Servicenow with experience on implementing end-to-end Service Catalog, Incident Management, Configuration & Asset Management, Change Management, Financial Management and Release Management with extensive knowledge on Content Management System.
* Expertise in Design and configure ITSM and customizing the applications using **Java script, AJAX** and **HTML** in Service Now.
* Good Knowledge about ITIL standards which are helpful in development and customization of **ITSM** Applications.
* Involved in configuring the Business Rules, Client Scripts, UI Policies, and Access control Lists in ServiceNow.
* Experience in working with Hardware Assets the data which comes from People Soft
* Designed, configured and implemented solutions using **Java Scripting**.
* Expertise in CMDB bulk data loads, data reconciliation with the help of Import sets and

transform maps.

* As a tester, performed quality assurance testing, User Acceptance testing and **Third-party integration** for Servicenow platform.
* Good Experience of CMDB and Asset Management Services: Business Services and Configuration item relationships.
* Experience in debugging and troubleshooting the existing codes.
* Excellent knowledge of hand-coded HTML, CSS, JavaScript, DOM, JavaScript/UI libraries and their use in implementing AJAX solutions.
* Generated JavaScript's to create Business Rules, Client Scripts, UI Policies and UI Actions**.**
* Involved in **Data Integration** and **Migration** with the existing Legacy systems using data loader.
* Capable of learning quickly and delivering solutions as an individual and as part of a team. Self-motivated Team player with excellent interpersonal and communication skills.
* Strong communication skills, with the ability to convey concepts/requirements between technical and non-technical stakeholders

**Technical Skills**

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| --- | --- |
| ITSM Tools | ServiceNow: Geneva/Helsinki/Istanbul/Jakarta/Kingston/Madrid/Orlando. |
| Languages | SQL, PL/SQL, XML, Shell Scripting, JavaScript,  VBScript, HTML, Jelly, J2EE, C, C++ |
| Database | Oracle8.x/9i/10g/11g, SQL Server 2000/2005/2012, MySQL 5.0/4.1, MS Access, DB2 |
| Operating Systems | Windows, Unix, Linux |
| Tools | Quest TOAD, OEM, SQL Developer, PL/SQL developer, SQL\*Plus, SQL\*Loader, Crystal Reports 10, Crystal Enterprise XI, Business Objects, Erwin, MS Office, MS Visio WINSQL, WINSCP |

**Certifications**

1. Certified Application Developer
2. ServiceNow Certified System Admin
3. ITIL Foundation Certification

**Professional Experience**

**Client: State of Maryland, Annapolis, Maryland.**

**Role: ServiceNow Developer/Admin Oct 2019 – Till Now**

**Description:** Administrative Office of the Courts (AOC) is the central support agency for the state judicial branch, and provides a broad range of support services to Maryland’s courts in operations, information technology, management, legal, government relations, financial, administration, and programs.

**Responsibilities:**

* Enhancements and development in incident management, Request Management and Service catalog Management.
* Experience Developing ServiceNow applications from Business Requirements and Technical design documents.
* In-depth knowledge of the technical implementation of change Management, Incident Management, Problem Management, Service catalog, Configuration Management, Reporting and Integrations.
* Expertise on creation of workflows for Service catalog items in ServiceNow.
* Functional knowledge and implementation experience of ITSM frameworks.
* Managed intake and requirements gathering for corporate wide ServiceNow instance.
* Worked on the **CMDB** and **Asset Management** Services, Business Services and configuration item relationship.
* Responsible for the assessment, maintenance, configuration and troubleshooting of **ITAM** systems.
* Understanding of IT service management (ITSM) and **ITIL** business process.
* Maintain Service Level agreement (SLA) and Monitor an **SLA** Workflow.
* Created Catalog client scripts and UI policies to make client side changes.
* Created **UI pages** to use them Catalog items, Implemented using **UI scripts**.
* Created Knowledge articles to document the steps I creating the catalog items.

**Client: Swift Technology Center, Manassas, Virginia.**

**Role: Service Now Developer/Admin Jan 19 – Sep 19**

**Description:** SWIFT is a global member owned cooperative and the world’s leading provider of secure financial messaging services. We provide our community with a platform for messaging and standards for communicating, and we offer products and services to facilitate access and integration, identification, analysis and regulatory compliance.

**Responsibilities:**

* Designed and implemented new functionality using **UI Policies** and **Data Policy**.
* Worked on various ITSM modules of Service Now like Incident management, Change management, and Problem management, Service catalog, User Administration and Reporting.
* Worked on and implemented, facilities, time, email, core ITSM, CMDB\_CI, reporting and the service catalog modules.
* Have Knowledge on the **Flow designer** that is used for automatic approvals, tasks and notification.
* Worked on **Automated Test Framework** (ATF) which allows you to create and run automated tests.
* Configuration and customization Service Portal Web Pages, Widgets and Dashboards.
* Working on User Management including Users, Groups, Roles and Access Control Lists (ACL).
* Performing testing of all the functionalities post implementation.
* Moving changes from Dev to Test and from Test to Prod using update sets.
* Perform day to day administration activities such as providing access to users in ServiceNow, adding user to groups.
* Created various outbound **Email Notifications** using **Email Templates.**
* Assist clients address business needs through the application of the ServiceNow platform in support of **ITIL** best practices.
* Customized and created workflows for Change Management, Configuration Management, knowledge management and for service catalog items.
* Involved in change and release to production touch points, Incident and Problem Management processes.
* Involved in **MID Servers** for granted access to the **SNMP** devices by the ACL.
* Developed new service catalog items and fix bugs in incident, problem and change management.
* Worked in **Release management** during product and **patch releases**.
* Worked with client and management to resolve issues and validate programming requirements within their areas of responsibility.
* Worked on collecting inventory details that are very useful to the service desk which includes information about an end-user’s machine using ITAM.

**Client: Centene Corporation, St. Louis, MO**

**Role: ServiceNow Developer/Admin Feb 17 – Jan 19**

**Description:** Centene Corporation is a large publicly traded company and a multi-line healthcare enterprise that serves as a major intermediary for both government-sponsored and privately insured health care programs.

**Responsibilities:**

* Implementation, Customization and Maintenance of **ITIL modules** such as Incident, Change, Problem, Knowledge, Service Catalog, CMDB in ServiceNow.
* Experience in Communicating with external web services using **SOAP** Messages and **REST.**
* Experience in loading assets into SNOW from third party system using **Web Services** and **Import Sets.**
* Worked on Modules of Servicenow like Incident Management, Change Management, Service Catalog, and Reporting and few other custom applications.
* Customizing and developing for the ServiceNow Platform using JavaScript, Angular, CSS, HTML and Other Web Based scripting.
* Provided design, technical solutions for the user requirements at Client and made recommendations to improve their current processes.
* Wrote Client Scripts, UI policies, Business Rules, SLM, Security Rules and UI Actions, UI Pages/Macros.
* Worked on **JDBC Extracts**, SQL queries, Data sources, external connectivity using SN data source, Web services, Email integrations etc.
* Designed many catalog items out of which few catalog items involve integration using **SOAP Web services, Restful API.**
* Knowledge Management, and Asset management, CMDB, Service Requests and SLM.
* Worked on customizing user interface including forms, lists and created record producers for incident and change management in Helsinki and Istanbul version
* Customized Change Management application to be aligned company's requirements.
* Created **Data Sources** from various external applications, scripts to parse incoming data and transform into Servicenow.
* Worked on creating various **Import sets** and **Transform maps** for data uploads using excel sheets.
* Created Database views to create reports across multiple tables.
* Defined the functional needs for our ITSM system, ServiceNow, and architected the specific implementation.
* A ServiceNow expert with experience on implementing end-to-end Service Catalog, Incident Management.

**Client: Gatewood Consulting, Brentwood, TN**

**Role: ServiceNow Admin/Developer Jan 16 – Feb 17**

**Description:** Gatewood Consulting are among the best in their respective fields and highly qualified, experienced professionals with a track record of success working with Fortune 500 companies, government organizations and companies which are leaders in their respective fields.

**Responsibilities:**

* Worked on **Agile** method environment and implemented the changes required by the business owners on a regular basis.
* Worked on customizing Incident, Problem and Change management screens using Client Scripts, UI Policies, UI Actions and Business Rules.
* Create and implemented upgrade strategies for the current environment with specific attention to Microsoft SCCM.
* Assisted **ITAM** staff to understand the risks of noncompliance and be able to quantify and effectively communicate these to executive management teams with the aim of preventing situations that might compromise compliance.
* Designed email templates by using **HTML a**nd jelly scripting and used them in notifications.
* Communicated with external web services using **SOAP** Messages and **REST**.
* Generating weekly reports and metrics for IT management.
* Developed workflows and in customizing the applications in ServiceNow using **Java script, AJAX, HTML.**
* Manage **ITIL** Processes monitoring overall system performance using the System Performance and System Diagnostic dashboards.
* Imported Configuration Items (CI) from third party applications using import set tables.
* Responsible for creating homepages including basic reporting, gauge configuration and dashboard presentation.
* Involved in running the daily and weekly jobs to push the data into the application using **Import Sets** and **Transform Maps.**
* Provide training on Service-Now process, operations and capability to all required teams.
* Involved in Production Support for all the Service-Now related issues.
* Worked on modules like Change Request, ESS, Service Desk, Service Catalog, Problem and SLM.
* Defined SLA, OLA and Contract for the customer.
* Involved in various ServiceNow customizations as per client's requirement.
* Involved in migration between various ServiceNow instances using Update Sets.

**Client: Qualcomm India Pvt. Ltd, Bangalore, India**

**Role: ServiceNow Developer Nov 12 – Dec 14**

**Description:** Qualcomm India Private Limited develops wireless technologies for customers in India. Its products and services include processors for mobile devices; and Vuforia, a software platform that uses computer vision-based image recognition to allow users to write a single native app that can reach various users across a range of smartphones and tablets.

**Responsibilities: -**

* Implementation, Customization and Maintenance of **ITIL modules** such as Incident, Change, Problem, Knowledge, Service Catalog, CMDB in ServiceNow.
* Worked as an administrator to look after the day to tickets and resolve them on priority basis.
* Working on JavaScript, Ajax, and Glides script to run Workflows, Business Rules and UI Polices.
* Configured multiple Catalog Items Front-end web / GUI components using JavaScript, Soap, Web services, CSS, HTML5.
* Worked on **LDAP** integration to update the users and groups.
* Implementing the **UI pages** to use them in catalog items, implemented using **UI scripts**.
* Creating Knowledge articles to document the steps in creating the catalog items.
* Worked on **CMDB** and Asset management.
* Creation of Email Notifications and Inbound Actions.
* Development of **SLA** for the organizations Implementation of **ACL**.
* Performed code migration using Update Sets.
* Developed Import Sets to import data from different Sources. Developed Transform maps to map values between Import Set and ServiceNow tables.
* Created all the reports of Incidents, problem and change management.
* Assigned designation roles for the user and gave access to the users.

**EDUCATION**

Bachelor of Technology from Veltech Technical University, Chennai, India.

Masters in University of Central Missouri, Warrensburg, Missouri.