**Rajesh Uppalapati**

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**Phone: +91 9618582428.**

**ServiceNow Administrator/Developer.**

**Certified System Administrator.**

Profile:

IT Service Professional with 5+ years of experience working with around 4 years of experience in ServiceNow development, administration, and maintaining ITSM tools along other supporting applications.

Professional Summary:

* Experience with implementing ServiceNow modules: **Incident Management, Problem Management, Change Management, Knowledge Management, Service Catalog Management, Reporting and Integrations with REST.**
* Experience in **Configuration** of different modules of ServiceNow.
* Experience in designing, developing, customizing &administering **ITSM suite** of applications.
* CustomizeServiceNowapplicationsandfacilitaterolloutofnewapplicationsandmodules and configure Application UI and Configure Workflow.
* Collaborate effectively with other ServiceNow Developers to develop solutions and handle general updates and configuration changes/requests.
* Participate in ongoing production support and end user support.
* Experience in creating an **Access Control Rule (ACL)** and use of scripting tools and ServiceNow functionality.
* Experience in creating and working on **Business Rules, Script Includes, Client Scripts, UI Policies and Notifications.**
* Involved in assisting the Testing Team in creating and reviewing the **Test Plans and Test Cases** from test scripts.
* Working experience in the ServiceNow including **Webservices, Workflow.**
* Hands-on experience with **Glide Forms, Glide Record, Glide AJAX and Glide System used in UI Actions, Business Rules and Client Scripts.**
* Designed many email templates by using **html and jelly scripting** and used them in notifications.
* Experience on creating, monitoring, modifying, and publishing service catalog workflows with approvals.
* Experience with **SDLCAgile2.0** for handling **Sprints**, **Stories**, Scrum Tasks, **Releases**.
* Configure ServiceNow tool for the defined processes. Design and develop scripts for any customization required.
* Knowledge of web-based development languages; specifically, **HTML, CSS, JavaScript.**
* Experience in working with **Import Sets and Update Sets**.
* Implemented the HRSDs coped application by configuring the HR services, HR criteria, Templates and COE definition.
* Developed and run periodic global "ITSM monthly Performance metrics report" with scheduled reports in ServiceNow.
* Designed developed and implemented user acceptance testing (UAT)cases and plans.
* Create, review and detail user stories for enhancement son various ITIL process areas.
* Experienced in all phases of Software Development Life Cycle (**SDLC**) and project lifecycle processes.
* Working experience with relation al databases like Oracle, MSSQL Server, MySQL.
* Strong team player, ability to work independently and in a team as well, ability to adapt o a rapidly changing environment, commitment towards learning, possess excellent communication, project management, documentation, interpersonal skills.

Education:

* *Bachelor of Technology (B. tech) from JNTUK University ,2018.*

Professional Experience:

Worked as ServiceNow Developer in Skill-Mine Technology consulting Services From Jan 2022- April-2024.

Worked as ServiceNow Developer in Vengai Software Solutions From Jan 2019 – Dec 2021.

**Skill-mine Technology consulting services-ICICI Bank. Jan 2022-April 2024**

**ServiceNow Developer**

Responsibilities:

* Implemented **Change management (**process flow**), Release Management** modules.
* Creation of Change workflows in ServiceNow.
* Customizing the existing or creating new **Business Rules and Script Includes** as per the business requirements.
* Worked on **Transform Maps** and Imported many Cis using **import set** tables.
* Worked one **Reports, Scorecards and Dashboards (Performance Analytics)**.
* Worked on **Service Portal.** Adding **Widgets, Themes, Pages.**
* Performed Import Export of data sets from Dev toother environments.
* Worked on **Record Producers, Catalog client scripts, Catalog UI policies, Variables** for RITMs to Change Request.
* Created ACLs for tables/forms/modules/fields and managed user/group roles.
* Written script includes and invokes them in business rules and client scripts.
* Responsible for documentation of Configuration, Customization with External Services.
* Expert in Java Scripting in Business Rules, Client scripts, UI Policies and UI Actions to deliver solutions that automate business processes.
* Used Background Scripts to change the bulk data.

Vengai Software Solutions- Finastra Jan 2019–Dec 2021

ServiceNow Administrator/Developer

Responsibilities:

* Involved in **ServiceNow Development, Customization and Administration**.
* Implementation of **Problem Management, Incident Management, Change Management, Service Catalog Management, Knowledge Management and Email Notifications.**
* Worked on **UI Policies, Data Policies, Script Includes, UI Macros** Scripts based on the customer requirement.
* Making the ServiceNow application more user-friendly and providing good user experience.
* Created **UI Actions, Business Rules, and Client Scripts extensively using Glide Forms, Glide Records, g\_ scratchpad, Glide AJAX and Glide System.**
* Responsible for documentation of Configuration, Customization, Integration with External Services.
* Administering ServiceNow processes (User management/Group management).
* Writing Catalog client scripts and UI policies to make client-side changes in Service Catalog.
* Imported Configuration Items using import set tables and adding them to ServiceNow to get the work more streamline.
* Creation of Workflows for Service Catalog items and Knowledge articles in ServiceNow.
* Development of Service catalog which includes creating new catalog items, designing workflows and execution plans.
* Created Scoped Applications as per the requirements.
* Creating **Knowledge articles** to document the steps in creating the catalog items.
* Working on different kinds of variables and variable sets.
* Working on **order guides,** to arrange the min sequential order to make the user comfortable while raising a request.
* Customizing user administration on ServiceNow for the client, like managing users, groups, roles to make everything more efficient, easy to access and streamline. Helping the company’s internal users and thus in the growth of the company itself.
* Customization of **Incident Management Application with Normal, Major Incidents**
* Created a SLA for the Incident Management

(Rajesh Uppalapati)