

Contact

Phone:

+91 7396014517

Email:

gokul.ha3110@gmail.com

Languages

- HTML
- CSS
- JavaScript

Operating Systems

- MS Windows XP
- Linux
- Windows 10
- AIX
- UNIX

Education

- Completed Bachelors in Degree 2018

Professional Summary

- Total having 5+ years of Experience in IT and 4+ in ServiceNow development and administration.
- Good hands on expertise in implementation of ITSM Applications like Incident management, Problem management, Change management, Knowledge management and Service catalogs.
- Participate in all Agile methodology ceremonies.
- Met with stakeholders to establish favorable business relationships and support mutually beneficial interests.
- Assessed impact of current business processes on users and stakeholders and evaluated potential areas for improvement.
- Conducted interviews with key business users to collect information on business processes and user requirements.
- Previewed files, records and other documents to obtain business information and key data informing responses to development requests.
- Reported upgrade requests and assisted in prioritizing implementations.
- Collaborates with Product Owners to participate in refinement, grooming and prioritization of product and team backlogs.
- Engaged with customers after sales to check on product integration, customer satisfaction and additional needs.
- Provided technical troubleshooting and problem solving for clients with installed equipment or system issues.
- Gained customer acceptance by demonstrating cost reductions and operations improvements.
- Active participant in all Scrum meetings including Sprint Planning, Daily Stand-up, Sprint retrospectives, Sprint Demos, Story Grooming and ReleasePlanning.
- Good knowledge and understanding of the ITIL process.
- Improved business direction by prioritizing customers and implementing changes based on collected feedback.

- Worked on Integrations with REST , SOAP
- Handling the clients with Requirements, Solutions and knowledge sharing in Service Now.
- Good exposure to all areas of SDLC (requirement, analysis, design,development, test, implementation and maintenance.
- Experience in working with Business Rules, Client Scripts, UI Policies, UI Scripts, UI Actions, UI Pages, Script Includes, Access Control Lists etc.
- Experience working with email notifications, inbound actions, reports, gauges, and home pages.
- Good experience into servicenow security.
- Worked on Virtual Agent and Routing End user to Live Agent using
- Advanced Work Assignment Queues
- Experience on creation of Catalog items, record producers, user guide.
- Working on creation and customization of complex workflows and custom workflow activities.
- Also having good knowledge on Web service and REST.
- Good debugging skills in issue identification and fixing.
- Working with scheduled jobs, events and triggers to manage business needsand handle background work.
- Managing Servicenow data using Import sets and transform maps.
- Created Email notifications in Servicenow.
- Service catalog creation to fulfill different Business requirements.
- Having good Experience on Agent Workspace Configurations and HR
- Lifecycle events configurations.
- Worked on HRSD modules .
- Also working on HR Modules like developing the record producers, catalog items and order guides and creating the workflows as per the client requirement in different scopes.
- Got the exposure in all aspects like supporting, Quality assurance, consulting, managing the team.
- Created multiple templates for the HR support team using document builder, a custom module in the project.
- Good debugging skills in issue identification and fixing.
- Having Experience on inbound and outbound integrations with ServiceNow
- Good knowledge on designing Workflows to automate the Business Process using Service Now.

Skill Highlights

- ITSM
- ITIL
- Change Management
- JIRA Integration
- HRSD
- Problem Management
- Incident Management

Project 4	Verna soft
Client	Deloitte, Reckitt
Environment	Service now, Java Script, HTML, CSS
Role	ServiceNow Consultant

Roles and Responsibilities:

- Fixing defects for HRSD Onboarding forms
- Working on enhancements and minor translations
- Working on the catalog items, record producers, inbound emails, notifications
- Creating HR case for testing emails and Forms for the new hire
- Working on email Scripts, Business rules, Events, Templates
- Working on MRVS, Client Scripts
- Configuring HR Profile, User groups, Roles
- Working on UI policies, UI Actions, Using Background scripts in case of any data validations
- Working on System Logs if any error in the scripts
- Working on Work flows, flow designers.

Project 3	FSS
Client	HDFC
Environment	Service now, Java Script, HTML, CSS, Service Portal, JIRA Integration
Role	Senior Software Engineer

Roles and Responsibilities:

- 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.
- Notifications configured on Incident management to send mails to responsible persons at different stages.
- Client scripts, Business rules, UI Policies, Access Controls and UI Actions are written to
- provide validations and buttons and to limit access privileges in Incident, Service catalog
- modules.
- Worked on Incident Management, Change management, Problem Management,
- Knowledge Management module.
- Creating and maintaining scheduled jobs.
- Used Background scripts in case of any data validations.
- Scratch implementation project .
- Worked on JIRA integration using REST APIs.

- Worked on Workday integration using REST APIs for end user profiles creation into servicenow.
- Worked on SOAP tool.
- Creating catalog items as per the clients business requirements like Asset allocation, phone systems etc.
- Created various notifications at different stages.
- Configuring Users, Groups and Roles.
- Created ACL's based on the security mechanism provided by Customer and best practices.

Project 2	UK Billing
Client	UK Billing
Environment	Service now, Java Script, HTML, CSS, Service Portal, HRSD
Role	Software Engineer

Roles and 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 screen 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 importset tables.
- Worked on HRSD module like raised incidents for the integration between workday and servicenow
- Created HR services under respective CEO for both end users and HR admins
- Worked on creation of auto assignment of HR tickets
- creating HR templates HR tasks HR cases based on the record Producer
- Created data sources and loaded the Service-Now tables with different data formats.

- Created transform maps both automatic field 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 ServiceCatalog and Incident module.

Project 1	IAT
Client	IAT
Environment	Service now, Java Script, HTML, CSS
Role	Associate Software Engineer

Roles and Responsibilities:

- Worked on Incident Management, Problem Management, Change Management, Knowledge Management and Service Management.
- Worked with Update set movements between ServiceNow instances.
- Worked on Business Rules, Client scripts, Workflows, Scheduled jobs, UI Policies, Data Policies, UI Actions, Script includes, ACLs, Email notifications
- Working on Service Catalog Items, Record producers and Order guide.
- Customizing forms, lists, choices for custom applications based on the requirement.
- Worked with Service Level Agreement (SLA).
- Created the email Notifications as per the client requirements.
- Managing Client meetings, CAB meetings and Team review meetings.
- Worked on client side and server side scripting according to the client requirements.
- Working with Schedule Jobs and Notifications
- Creating reports and Schedule reports
- Creating ACL Rules and working with existing rule