

CONTACT DETAILS



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TECHNICAL EXPOSURE

Data bases

Oracle, MYSQL

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Operating System

MS Windows XP, Linux, Windows

10, AIX, UNIX

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Languages

JavaScript

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ITSM Tools

ServiceNow suite, ARC

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Other

Microsoft Office, Excel

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Educational Details

Bachelor Degree in 2018

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CAREER OBJECTIVE

Obtain a position as Service-Now Developer where I can exhibit my skills and improving my-self by exploring new service now features there by contributing to the growth of the organization.

EXPERIENCE SUMMARY

Having around 5.11 years of experience in IT industry and 6 years of relevant experience Service Now including requirement gathering, design, develop and implement basedon the customer needs with managing several applications on Service Now platform.

- Hands on Experience in Service modules such as Incident Management, Change Management, Problem Management.
- Experienced in creating network flows and modifying the existing workflows according to client requirements
- Developing and Configuring Business Rules, Script Includes Access Controls, Glide Ajax, and Glide Record.
- Worked on creation of custom tables, customization and data migrationthrough transform maps.

WORK EXPERIENCE

ServiceNow Developer/Admin

- Performed system integrations using web services such as REST/SOAP.
- Strong knowledge on designing web applications using HTML and CSS.
- Hands on Experience in creating new Catalogs and variables and variable sets.
- Provided ACL's for controlling the security mechanism in Service Now.
- Created reports based on requirement and added those to Dashboards.
- Implemented end to end CMDB data import through various transform maps.
- Hands on Experience in Creation of Client scripts, Business Rules and UI Policies
- Worked on ServiceNow in developing and customizing Business Rules, Scripting.

PROJECT. NO. 1

NAME	DHL service Technology
CLIENT	DHL
ROLE	Service Now Admin/Developer
COMPANY	HCL Technologies

RESPONSIBILITIES

- Experience in Import Sets and Transform maps.
- Worked on Service Catalog, Request Workflow Design and Configuration.
- Worked on Access control list.
- Design and implemented Client Scripts, UI Policies, Service Catalogs
- Worked with Data Sources, transform maps
- Creation of new record producers& Order Guides.
- Loaded external data using Import Sets and Transform maps.
- Created applications, modules, tables, fields as per requirements in custom applications.
- Experience in REST Message integration where worked on Service Now to Service Now and Service Now to JIRA integration as bidirectional.
- Worked on CMDB.
- Worked on OOB stories and configurations for CMDB, major incident management and problem management.
- Worked on asset management.
- Have implemented end to end configurations and workflows for different change types on change management module.
- Loading every product stories data into Service Now as part of agile process and created test cases for each story.
- Involved in migration between various Service Now instances through import sets.
- Loaded assets into SNOW from third party system through import sets.

PROJECT. NO. 2

NAME	Telus
CLIENT	Telus
ROLE	Service Now Admin/Developer
COMPANY	HCL Technologies

RESPONSIBILITIES

- Worked on Tables, Fields and several variables and variable sets Experience in Import Sets and Transform maps.
- Experience in Importing the Data in different formats (excel, csv, xml) via attachments
- Worked on Service Catalog, Request Workflow Design and Configuration
- Worked on Access control list
- Design and implemented Client Scripts, UI Policies, Service Catalogs
- Worked with Data Sources, transform map
- Worked on support incident tickets and resolved the issues and also have implemented and developed few enhancements as per the customer requirements
- Created custom tables based on business need.
- Creation of new Record producers and order guides
- Loaded assets into SNOW from third party system using web services and import sets
- During development worked creation of forms, buttons, pages, workflows, business rules
- Worked on Business rules, Script includes UI actions, UI policies, and Client scripts
- Creation of new record producers& Order Guides
- Worked on Tables, Fields and several variables and variable sets for catalog items
- Working with customer for the functional specification design

- Working with business users to identify and refine business requirements
- Working on creating new fields and tables as per the client requirement

PROJECT. NO. 3

PROJECT NAME	Coty
CLIENT	Coty
ROLE	Service Now Admin/Developer
COMPANY	HCL Technologies

RESPONSIBILITIES

- Experience in Import sets and Transform maps
- Worked on Access control list
- Worked with Data Sources, transform maps
- Worked on support incident tickets and resolved the issues and also have implemented and developed few enhancements as per the customer requirements
- Created custom tables based on business needs
- Worked on Service catalog, Request Workflow design and Configuration
- Design and implemented Client scripts, UI Policies, Service Now Catalogs
- Bug issues and resolving incidents for customer applications
- Enhancement activity performed on custom applications
- Deployment activity and move update set can be performed
- Loaded external data using Import sets and Transform maps
- Creating new record producers and order guides
- Working on creating new fields and tables as per the client requirement
- Creating Dashboards, Reports
- Maintain Service level Agreement (SLA) and monitor an SLA workflow
- Created Catalog client scripts and UI policies to make client side changes
- Advanced Scripting of business rules, UI policies and Workflow activities
- Issue and bug fixing activity

PROJECT. NO. 4

PROJECT NAME	Gift of hope
CLIENT	Gift of hope
ROLE	Service Now Developer
COMPANY	Kanini Software Solutions

RESPONSIBILITIES

- Scratch implementation project
- Created record producers
- Worked on notifications, workflows, SLA's
- Create/modifying Catalog items

PROJECT. NO. 5

PROJECT NAME	Silabs
CLIENT	Silabs
ROLE	Service Now Developer
COMPANY	Kanini Software Solutions

RESPONSIBILITIES

- 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

PROJECT. NO. 6

PROJECT NAME	Man Power Group
CLIENT	Grant Thornton
ROLE	Consultant-Servicenow
COMPANY	CGBIZ solutions pvt ltd

RESPONSIBILITIES

- worked on the GRC module
- worked on issues and policy exceptions forms
- creating dashboards and working on the reports
- attending CAB calls
- Creating email notifications, designing service catalog
- Created Catalog client scripts and UI policies to make client side changes
- Advanced Scripting of business rules, UI policies and Workflow activities
- Issue and bug fixing activity
- Worked on Tables, Fields and several variables and variable sets Experience in Import Sets and Transform maps

PROJECT. NO. 7

PROJECT NAME	Lemon grass
CLIENT	Lemon grass
ROLE	Senior Consultant
COMPANY	Bright Tier Enterprises

RESPONSIBILITIES:

- Working on Catalog creation
- Working on ui policies, ui actions, client scripts, business rules, roles
- Working on ACL
- Working on SLA
- Working on emails, Scheduled jobs, email scripts
- Working on user, role, profile tables
- Customisation and configuration of catalog item, record producer, order guides
- Working on bug fixing, checking on issues

PROJECT. NO. 8

PROJECT NAME	CHR Hansen
CLIENT	CHR Hansen
ROLE	Senior Consultant
COMPANY	Softenger India pvt ltd

RESPONSIBILITIES:

- Worked on Email notifications
- Worked on Service catalog, Request Workflow design and Configuration
- Design and implemented Client scripts, UI Policies, Service Now Catalogs
- Design and Implementation of service requests through service catalogue in Servicenow
- Worked on Inbound Action scripts
- Regular interaction with client for requirements clarification
- Moving of update set from instance to instance
- Creating dashboards, maintain reports
- Working on catalog optimization and configuration, scratch implementation of catalog item, work flows
- Working on the SPM module as a support, Worked on demand,project and project tasks
- Created status reports for open projects

Date:

Name: Jahnnavi M