

Sairam Renikuntla

ServiceNow Developer

Over all 6+ years of experience, 3 years of experience in ServiceNow and 3+ years of experience in Healthcare industry. Experienced in designing, development and implementation of ITSM. Experience on various IT Services of Service-Now tool like Incident, Problem and Change Management, Service Catalog Requests.

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Hyderabad, India

WORK EXPERIENCE

ServiceNow Developer Carelton Global Solutions

02/2021 - 01/2024

Responsibilities

- Having 3 years of Experience as working with ServiceNow Developer.
- Experience in end-to-end ServiceNow implementations Incident and Problem management, ITSM module and Service Level Agreement (SLA), Email Notifications, Inbound Actions.
- Experience in working with Business Rules, Client Scripts, Access Control Lists (ACL).
- Experience in service catalogs, order guides and record producers.
- Experience in ServiceNow components like UI Policies, UI Actions, Script Includes, Scheduled jobs, Transform Maps, Data Sources and JavaScript. Experience with implementing configurable SLA Management.

Internal Senior Associate Carelton Global Solutions

01/2020 - 02/2021

Responsibilities

- Worked as a Internal Senior Associate and Supported the newly hired team to train them on the process and Done with internal audits and maintained team accuracy.
- Cascading the process updates (Updates receive from Onshore) educating team on them. Preparing the consolidation data of the team and share the data with Higher management as well as team members.
- Responsible for handling adjustments and appeal claims. Correcting the overpayments and underpayments done by the examiners through proper research and making necessary actions
- Worked in a different departments like Accumulators, DDC claims and Claims adjudication.

Accounts Payable Associate Tata Consultancy Services

03/2017 - 10/2019

Responsibilities

- Processing payments in direct HOST to HOST and releasing the payments to supplier.
- Performing the two way, three way matching concept. As per that i will process the invoices.
- Excellent Knowledge in Procure to Pay (P2P) and Order to cash (O2C).

SKILLS

Service Catalogs

Record producer

ITSM

ITIL

JavaScript

Service Portal

PROJECT PROFILE

Elevance Health, USA (01/2023 - 01/2024)

- Service Catalog and Request Workflow Design and Configuration.
- Worked on creating Users, Roles and Groups.
- Working with client and functional requirements within ServiceNow.
- Development of Service catalog which includes creating new catalog items. Created Buttons and context menus both on form and lists using UI Actions.
- Extensive work experience on implementing and developing on core IT Service Management processes and ITIL Process (Incident Management, Problem Management, and Change Management).
- Design and implement new functionality using Business Rules, Client Scripts, UI Policies, UI Scripts, UI Actions, Script Includes, and Access Control Lists.
- Working on Incidents to resolve the issues within the SLA and raising changes and driving towards Approvals and Execution.
- Service Catalog and request workflow design and configuration.

EDUCATION

Master of Business Administration Sri indu institute of management

2016 - 2018

ACHIEVEMENTS

Received Legato Spot Award as an appreciation for excellent performance in the projects.

Received various Appreciation comments from senior management for the excellent contribution and delivery of the product in time.

Appreciated by the team leads & Higher management for consistent performance and supporting the team and for process improvements.