**Dinesh Kumar**

Sr. ServiceNow Consultant

**PROFESSIONAL SUMMARY:**

* Overall, 11years of IT industry experience in various ITSM frameworks with successful background in requirements gathering, technical documentation, design documentation and expertise in Object Oriented methodologies and ITSM frameworks.
* Direct hands-on experience on various IT Services of ServiceNow tool like **Service Catalog Request**,**Asset Management**, **Configuration Management, ServiceNow Administration, Incident and Problem Management,Knowledge Management, Reporting, Gauges, Integration with Web Services.**
* **In-depth technical & functional knowledge of the ITBM implementations of Project Portfolio Management (PPM) and Application Portfolio Management(APM).**
* Experience in configuring and customizing all aspects of Service-now like **UI actions, UI policy, Business rules, Data policies, Client scripts.**
* Experience in designing, development and implementation of ServiceNow ITSM Platform applications and modules (ex**. Incident, Problem, Change, CMDB, Service Catalog, GRC, PPS,Vulnerability Response, Discovery,HR, MID SERVER Facilities, Performance Analytics, various integrations, and various custom applications**).
* Designed and configured different Workflows for various Service Catalog items and implementing end-to-end Service Catalog.
* Worked on UI components to define and manage the user interface elements that make up various parts of the platform.
* Experience in integrating **LDAP** Server with **ServiceNow** to get the organizational Users, Groups, Roles.
* Worked on loading the data into **ServiceNow** using import sets and integration using Import Sets.
* Developed and customized OMT solutions to streamline IT operations, workflow automation, and service transformation.
* Involved in ServiceNow Employee Center implementation
* Hands on Experience on Create Now suite, HR Case Management, On Call scheduling modules.
* Supported the team responsible for the implementation and administration of the ServiceNow installation, including managing system configurations, gathering, and documenting user and process requirements, developed workflow customizations, and performed quality assurance testing and User Acceptance Testing (UAT).
* Active role in developing test plan for **Functional, System, Integration, User Acceptance testing (UAT).**
* Expertise in defining Testing Methodologies, Designing Test Plans and Test Cases, Verifying and Validating web-based e-commerce, Fiserv applications and Documentation based on standards for Software Development and effective QA implementation in all phases of SDLC.
* Experience in Black box Testing, System Integration Testing, Regression Testing, Smoke Testing, Incremental Testing, Sanity Testing, and Performance Testing**.** [Lightweight Directory Access Protocol (**LDAP**)](http://en.wikipedia.org/wiki/Ldap) Integration.
* Worked on REST API as a third-party application for Integration.
* Solid understanding of the ServiceNow APIs and web services + experience/skills in supporting ServiceNow with multiple integrations.
* Used AI algorithms to generate outputs in variety of content forms.
* Configuring and managing Discovery and Orchestration.
* Experience in CMDB, Discovery and integration with other external modules.
* Worked on GRC application (Governance, risk and compliance).
* Good Knowledge of Implementing Unified Compliance Framework library.
* Good Knowledge on Common Service Data Model (CSDM)
* Good knowledge on ServiceNow Devops.
* Responsible for delivering ServiceNow product installations to scope, time, and budget as contracted with the customer. (IPCC, GRC, IRM,Vulnerability Response, HR Case Management, SIR and Discovery).
* Development of code for **UI Pages using Jelly, UI Actions, Script includes, MID Server script include client script, UI Policies, Business Rules, Glide Dialog Window, Glide Dialog Form and Processor.**
* Experience across a wide base of modules within ServiceNow, including from the ITOM and ITBM suites.
* Experience in all modules of ITOM. (Discovery, Orchestration, Service Mapping, Event Management)
* Performing integrations and process automations using ServiceNow Orchestration or other mechanisms.
* Experience in building, configuring, & designing the ServiceNow-based ITOM and ITSM solutions JavaScripting.
* Expertise in Self-Service Portal and created many custom service portals.
* Experience in developing ServiceNow portal UI pages using Angular JS and manual testing of web/mobile technologies.
* Provides daily support of **Service Management Platform (ServiceNow), including Scripting, Configuration, Customization, Integrations, Administration ServiceNow processes (User management/Group management), Functions, Service Catalog and Workflow**.
* Proactive in **analyzing, coding using Java script and understanding the business processes**, and ability to adhere to stringent Quality Procedures.
* Implementing **system security** by using **Access Control Lists (ACL)**.
* Strong knowledge of **server-side scripting** Business rules and Script Includes.
* Strong experience in **managing, migrating, and maintaining** best practices of **Update Sets**.
* Wrote complex transform scripts in transforming the data into the **SNOW** database.
* Experience in working with databases like MangoDB, MySQL.
* Strong MySQL and MangoDB administration skills in Unix, Linux and Windows.
* Facilitate and test all system updates and configuration changes.
* Strong skills in the ServiceNow suite development, including **SOAP/ REST integration** using SOAP/ WSDL
* Strong skill set in the ServiceNow integrations using **Table API, REST, JSON web services**.
* Having experience in implementation of **CMDB module using Discovery tool** in ServiceNow.
* Experience in generating different kinds of scheduled **Reports** and marking them as **Gauges.**
* Creating technical documentation including design, security, and accreditation documentation.
* Strong development experience and professional HTML5, CSS/ CSS3, JS and JQUERY and various Java and JavaScript design patterns, Web Services.
* Strong knowledge in ServiceNow ITSM, CSM and Asset Management modules with an end to end implementation experience.
* Worked on ServiceNow Customer Service Management (CSM) product, User Administration, and Reporting.
* Deftness in carrying out implementation, troubleshooting, development and configuration of BMC Remedy and ServiceNow Applications.
* Good experience in Remedy Development and Administration.
* Good knowledge of CMDB and Asset Management Services: Business Services and Configuration item relationships.
* Experience in all phases of SDLC like Requirement Analysis, Implementation and Maintenance, and extensive experience with Agile Methodology.

**Certifications:**

* **ServiceNow Certified System Administrator**
* **ServiceNow Certified Application Portfolio Management APM**
* **ServiceNow Agile Development 2.0 and Test Management 2.0 Implementation**
* **Suite Certification - Application Developer Core Skills Micro**
* **Micro-Certification - Predictive Intelligence**
* **Micro-Certification - Performance Analytics**
* **Micro-Certification - UI Builder**
* **Micro-Certification - Welcome to ServiceNow**
* **ServiceNow Flow Designer Certification**
* **ServiceNow Automated Test Framework (ATF) Certification**
* **ServiceNow Integration Hub Certification**

**TECHNICAL SKILLS**

|  |  |
| --- | --- |
| ServiceNow Modules | ITSM, ITOM, ITBM, CSM, Asset Management, Service Portal, Web Services, CMDB, HR, GRC, Security operations, Service Catalog, ATF, Agent Workspace, Service Now native mobile, etc., |
| Languages | Java, J2ee SQL, PL/SQL. |
| Scripting Languages | JavaScript, Jelly Script, HTML, CSS, AJAX, XML, JSON, JQuery, Angular Js. |
| ServiceNow Versions | Geneva, Helsinki, Istanbul, Jakarta, Kingston, London, Madrid, New York, Orlando, Paris, Rome, San Diego, Tokyo, Utah |
| Software Methodologies | Agile/Scrum, Waterfall |

**Professional Summary:**

**TridentCare** MD (remote ) 2024MAY– CURRENT

Sr.ServiceNowConsultant

**Responsibilities:**

* Developed and customized ServiceNow GRC/IRM modules, including Policy & Compliance, Risk, and Vendor Risk Management (VRM).
* Designed and implemented automated risk assessment workflows using Flow Designer and Workflow Editor.
* Created and optimized Business Rules, Script Includes, UI Policies, and Client Scripts for custom GRC functionality.
* Developed custom dashboards and reports using Performance Analytics for real-time risk and compliance monitoring.
* Integrated third-party risk data sources via REST APIs and MID Server for automated risk intelligence updates.
* Configured Access Control Lists (ACLs) to ensure security and compliance with enterprise policies.
* Built ServiceNow Portal & Service Catalog items for streamlined GRC request processes.
* Collaborated with stakeholders to gather requirements, enhance functionality, and improve user experience in GRC/IRM applications.
* Provided post-implementation support, troubleshooting, and performance optimization for ServiceNow GRC/IRM applications.
* Collaborate with clients and stakeholders to understand their discovery and CMDB

requirements and translate them into ServiceNow configurations.

* Configure and manage the ServiceNow Discovery tool to identify and collect configuration

items (CIs) across the IT infrastructure.

* Implement and maintain the ServiceNow CMDB, ensuring accurate and up-to-date

information about CIs.

* Define and enforce data governance policies and processes for the CMDB to ensure data

integrity and quality.

* Develop and maintain discovery patterns and probes to capture relevant information from

diverse IT resources.

* Coordinate with cross-functional teams to resolve data synchronization and reconciliation

issues within the CMDB.

* Integrate ServiceNow with external systems through REST API, SOAP API, and other

integration methods.

* Monitor the discovery and CMDB processes to identify and rectify any performance or

data quality issues.

* Provide guidance and training to users on discovery and CMDB processes and best

practices.

* Developed custom solutions within ServiceNow OMT to optimize IT operations, automate workflows, enhance **incident, problem, and change management**.
* Involved in upgrading version of ServiceNow from Rome to San Diego and I was responsible to do regression testing for Service Catalog and other modules. Modified Service Portal as per latest version and customization of widgets.

**AT&T Dallas TX ( Remote )**  2021 APR– 2024 APR

Sr. ServiceNow Implementation Specialist

**Responsibilities:**

* Involved in technical architecture and created the detail design.
* Perform day to day administration of the Service-Now tool Maintain business services and configuration item relationships in Service-Now tool.
* Develop and manage application code, user interface, and third-party integration components.
* Responsible for delivering ServiceNow product installations to scope, time, and budget as contracted with the customer. (GRC, Vendor Risk Management and Discovery).
* Built a risk management module within the ServiceNow GRC tool.
* Responsible for setting up the new vendor in the risk management module within the ServiceNow GRC tool and providing a standard information gathering form (security risk assessment template) to the project manager to be completed by the vendor.
* Implemented the GRC applications for integrated risk management (IRM) in the ServiceNow platform.
* Worked on Tenable – ServiceNow integration for Vulnerability. Installed Tenable Connector, Tenable for Assets and Tenable for ITSM plugins.
* Ability to develop, maintain metrics & reports on vulnerability findings and remediation compliance.
* Facilitated workshops to address the essential requirements for the ServiceNow GRC implementation focusing on ITIL.
* Integrated advanced risk assessment with other applications in IRM.
* Solid understanding of the ServiceNow APIs and web services + experience/skills in supporting ServiceNow with multiple integrations.
* Experience with developing integration solutions with ServiceNow (APIs and “ebonding”, REST)
* Worked on business requirements and technical specifications for ITSM platform.
* Implementing ServiceNow Discovery and CMDB and integrating it with Change management.
* Worked on DISCOVERY and set up mid servers and checked for the connectivity.
* Configured Event Management (ITOM) by configuring Connector Instances and Connector Definitions.
* Worked on ServiceNow ITOM business development, project delivery / implementation, building ServiceNow ITOM practice & competency (Discovery, CMDB, Event Management), and providing consultancy services to business regarding overall strategic business transformation leveraging ServiceNow.
* Worked on Application manager APM in supporting the implementation.
* Collected Business Applications and application services information for APM onboarding.
* Onboarded Business Applications in APM
* Worked on integrating ServiceNow with external SOAP and REST based Web Services.
* Configuring Data Sources, Import Sets, SLA/OLA, LDAP and Transform maps.
* Configured multiple Catalog Items web / GUI components using JavaScript, CSS, and HTML5.
* Involved in upgrading version of ServiceNow from Rome to San Diego and I was responsible to do regression testing for Service Catalog and other modules. Modified Service Portal as per latest version and customization of widgets.
* Created a Service Portal for raising a service request or any ticket for end users.
* Worked on setting up Service portal content so that it's only available to authenticated users.
* Experience with Service Portal to determine the users logging in to the portal and customization with a combination of system properties and script include.
* Extensively used Flow designer to integrate various internal applications.
* Transform Remedy **ITSM**& Services applications from on-premises to ServiceNow.
* Used the best practices of SDLC as well as Agile/SCRUM methodologies.
* Worked on latest upgrade of ServiceNow ATF (Automated Test Frameworks) to run test suites.
* Developed new service catalog items and fix bugs in incident, problem and change management.
* Experience in user provisioning using ServiceNow Orchestration in Microsoft Active Directory.
* Experience in working with Scripted Web services, Script Includes, JavaScript and Jelly Scripting.
* Worked on the Change management, modified the workflows of routine, comprehensive and emergency and build the appropriate approvals based on the change.
* Technical Writing the Catalog client scripts and UI policies to make client-side changes.
* Used UI components to build custom user interfaces, forms, and pages in ServiceNow.
* Worked on UI/UX components for interactive building blocks for creating a user interface.
* Implementation, Customization and Maintenance of CSM modules and Service Portal.
* Created and added custom elements within the ITSM workspace and scoped Incident/Case applications.
* Configured and Customized end to end integrations within the Agent workspace.
* Used UIBuilder for creating and editing Agent workspace landing pages.
* A ServiceNow expert with experience in implementing end-to-end Service Catalog, Incident Management, Configuration & Asset Management, Change Management and Release Management with extensive knowledge on Content Management System.
* Experience of working with case management system General understanding of HR processes.
* Worked on Single Sign-on using Digital Token and SAML 2.0.

**Texas Comptroller of Public Accounts Austin TX** 2019 JAN– 2021 MAR

Sr. Service Now Developer/Administrator

**Responsibilities:**

* Gathered Business Requirements and interacted with Service owners, Helpdesk and end users to understand the existing functionality, current state processes and to develop and configure the ServiceNow Platform.
* Developed new offerings related to the full scope of an IT Service Management methodology, IT Operating model (ITOM), IT Service management (ITSM), ITIL Process Assessment and remediation.
* Created the new Applications and Modules, custom tables in ServiceNow.
* Created, monitored, modified, and published service catalog workflows with approvals.
* Implemented end-to-end Service Catalog, Incident Management, Configuration Management (CMDB) & Asset Management (ITAM), Change Management and Release Management with Knowledge of Content management.
* Set up Data Modeling module to map application to **CMDB** tables.
* Extensively worked on Jenkins as continuous integration (CI) server by configuring & editing build jobs, Plugin Management and build slaves for End-to-End automation of CI/CD pipeline.
* Perform day to day administration of the ServiceNow system, including making approved changes to process and workflows in ITSM, HRSD, CSM, ITOM, and GRC modules.
* Created both inbound Scripted Web Services and inbound Email Actions to create incidents from emails.
* Creating database views to pull the Reports on variables which are being used by catalog items.
* Involved in LDAP integration with ServiceNow for obtaining users and groups.
* It involves consuming Rest full web services, publishing SOAP web services, using Business Rules, Script Includes, UI Actions and Other ServiceNow scripting modules to support data synchronization and business logic.
* Created Data Sources from various external applications, scripts to parse incoming data and transform into Service-Now.
* Adjusted ServiceNow Import sets and transforms maps accordingly to ensure data entering ServiceNow tables matched the company outlined requirements.
* Working with client and functional requirements within ServiceNow.
* Design and implement new functionality using Business Rules, UI Policies, and Access Control Lists etc.
* Worked on Portal Development that included writing down angular JS Widgets and more on client side and server side so making sure these Widgets work both on desktop and as well as mobile level.
* Worked on handling URL redirects for Users logging in to the Portal.
* Hands on experience on Mobile client Scripting and Mobile UI Action.
* Customized the Mobile list titles.
* Design and develop solutions within the ServiceNow environment to include modifications of applications, forms, workflow, interfaces, and any other customization required to support ITIL processes.
* Worked on Project Portfolio Management creating projects with various stage such as initiation, planning, development, testing and launch with project tasks, enhancements, defects etc., on various user customizations.
* Developed and supported Service Portal for Project Portfolio Management.
* Involved in upgrading the version of ServiceNow from London to Madrid and I was responsible to do regression testing for Service Catalog and other modules. Modified Service Portal as per latest version and customization of widgets.
* Worked on GRC application (Governance, risk and compliance).
* Implementing, configuring, onboarding, and administrating GRC plugins
* Implemented the GRC applications for integrated risk management (IRM) in the ServiceNow platform.
* Integrated **GRC** with compliance risks and Integrated risk management (IRM).
* Service Catalog and Request Workflow Design and Configuration
* Created various workflows for Incident Management, Change Management, Service Requests and SLA's.
* Created notifications based on user requirements and configured inbound email actions to create incidents or requests.
* Designed many email templates by using HTML and used them in notifications.
* Worked with windows team, network team and Asset team in order to check for the data collected through discovery is accurate.
* Created Buttons and context menus both on form and lists using UI actions.
* Written script includes and invoked them in business rules and client scripts.
* Worked on DISCOVERY and set up mid servers and checked for connectivity.
* Worked on End-to-End implementation of CMDB and Asset management. Performed Data migration to import data from other applications and external databases.
* Created Access Control List (ACL) rules for forms, tables, modules, and managed groups/roles according to the requirement.
* Imported many CI's using import set tables.
* Imported Active Directory to ServiceNow using data sources.
* Created data sources and loaded the ServiceNow 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.
* Worked on latest upgrade of ServiceNow **ATF** (**Automated Test Frameworks**) to run test suites for **Incident** module.
* Written test cases for **Incident** and **Service Catalogs** and executed using **ATF.**
* Developed **On-Boarding** and **Off-Boarding** service catalog and automated the process of removing access for all the applications the user was given access to.
* Involved in the complete end to end cycle of coding, testing, debugging, maintaining, and refining the computer software in Service Now to produce the required product in an Agile development environment.
* Set up definitions and process for test phases including Product test, integration test, system test and user acceptance test (UAT).
* Responsible for ITBM solutions implementation and administration of Project Portfolio Management (PPM), Application portfolio management (APM).
* Worked on APM (Application Portfolio management), which helps assess the portfolio and worked on the Capability mapgap.
* Supported ServiceNow integration using SOAP, REST web services, import sets and transform map, BR scripts.
* Used JMS integration to fulfill this requirement, worked on Scheduled Jobs and Mid Server Script Includes to fulfill the requirements.
* Worked with ServiceNow UI16.

**American Hotel, IL** 2017FEB – 2018DEC

ServiceNow Developer/Administrator

**Responsibilities**:

* Gathered Business Requirements and interacted with Service owners, Helpdesk and end users to understand the existing functionality, current state processes and to develop and configure the ServiceNow Platform.
* Communicating with end users, identifying their difficulties and changing the applications as per their requirements.
* Responsible for technical documentation for Configuration, Customization, Integration with External Services, Administration ServiceNow processes.
* Provided analysis, design and development of Service-Now trouble ticketing and incident management systems to support the company’s technical operations.
* Customized the user interface of **Incident, Problem Management and Change Management Applications** of ServiceNow using **UI Policies and Client Scripts.**
* Identifies and Recommends the ITIL v3 methodologies to deliver technical methodologies around the ServiceNow platform.
* Created various front-end forms, and associated **Client Scripts, UI policies**, including advanced customizations that require modification of **UI Pages/Macros**.
* Worked on GRC application (Governance, risk and compliance).
* Configured UI Page and UI Macro using Jelly and **JavaScript**.
* Strong knowledge of **server-side scripting** Business rules and Script Includes.
* Worked on **DISCOVERY** and set up mid servers and checked for the connectivity.
* Worked on End-to-Endimplementation of**CMDB and Asset management**. Performed Data migration to import data from other applications and external databases.
* Created **Access Control List (ACL) rules** for forms, tables, modules and managed groups/roles according to the requirement.
* Created and modified various **Business Rules, Script includes, Ajax Query, JavaScript, and Jelly scripts, UI Actions, UI Policies and Service Level Agreements (SLA) for the existing and customized applications** as per the business requirements.
* Followed **Agile** methodologies.
* Supported ServiceNow **integration using SOAP, Rest web services**, import sets and transform map, BR scripts.
* Developed Integration with System Center Configuration Manager (SCCM).
* Integrated Microsoft SCCM with Service Now for pulling the entire configuration item into ServiceNow.
* Designed **Workflows, along with standard Workflow templates** which can be reused.
* Developed reports as per requirements from management.
* Documented all implementations and best practices defined within team.
* Created **Update Sets** to migrate customizations from one instance to another instance.

**ETHNOTECH SOLUTIONS, INDIA** 2013APR – 2015DEC

ServiceNow Developer

**Responsibilities:**

* Gathered Business Requirements and interacted with Service owners, Helpdesk and end users to understand the existing functionality, current state processes and to develop and configure the ServiceNow Platform.
* Provided technical support for **Incident Management, Problem Management, Knowledge Management, Release Management, Reporting, Email Notification, Email Templates, Service Catalog, User Administration, Reporting, CMDB, Asset Management, Services, Web services,** and **Integration** with other systems.
* Developed models that accurately represent the business process analysis and workflows and clearly communicate them to the stakeholders.
* Created User Interfaces using **Service UI features (Templates, Frames, and Scripts for Validation using Glide Script).**
* Created **Web services for incidents** to access other systems using ServiceNow **Web service** features (SOAP, WSDL, Transform Map, User authentication).
* Identifies and Recommends the ITIL v3 methodologies to deliver technical methodologies around the ServiceNow platform.
* Created **Service Catalog** using **CMDB** and **Asset Management.**
* Created **Reports** (Report, Report Scheduler, Email Notification, and Email Templates) to send report to management about **incidents** and **problem management.**
* Involved in developing **Content Management System (CMS)** and **Jelly Scripting**.
* Involved in various technical writings and integration requirement discussions for ServiceNow, **SMTP Admin, IBM Data power, Web service Owners** and **integration** with external and internal systems.
* Created **Business rules, Catalog client scripts**, and **Catalog UI policies** for the new **service Catalog requests.**

**SINHAR SOFTWARE SOLUTIONS** 2012 FEB- 2013 MARJr Oracle DBA

* Performing database cloning/refreshes from production to development/Staging.
* Supported 500+ Databases (Prod, Dev, Test) in 24\*7 Environment.
* Administering 24x7 Real Application Cluster (RAC) databases running on Cluster File system.
* Worked with senior DBA's for preparing cluster, configuring Cluster ware and Oracle RAC on Red Hat Linux.
* Table space Management
* Parameter File Management
* Password File Management
* Involved in creating Users, DB Objects, SQLs, Roles and privileges as per BUILD process.
* Schema Refresh between different databases
* Application code execution in the database (Script Execution)
* Database Archive Mount Point Monitoring /Issues
* Discovering new database in OEM Installation of OEM agents, configuration and monitoring of databases to Oracle Enterprise Manager.
* Schema & Table Refreshes between different databases.
* Scheduling the RMAN Oracle Jobs
* Adding TNS entries / Resolving TNS Issues& Listener Issues.
* Applying the Monitoring templates.
* Monitoring OS level processes using SAR, PS, TOP commands.

**Educational Qualification:**

* Bachelors in Electronics and Communications Engineering- Jawaharlal Nehru Technological University - 2012
* Master’s in computer science – Silicon Valley University – 2016