**Ganesh Sainni**

**ServiceNow Administrator**

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To secure a challenging position in a reputable organization to expand my learnings, knowledge,

and skills. Secure a responsible career opportunity to fully utilize my training and skills, while

making a significant contribution to the success of the company

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| * **PROFESSIONAL SUMMARY** |

* I have 11+ years of IT experience encompassing a wide range of Skill sets, Roles and Industry verticals.
* Well versed about ServiceNow Platform and Java technologies with working experience on front web technologies and relational databases as well.
* Years of experience in designing innovative applications and achieving high client satisfaction.
* ServiceNow Admin and ITIL v3 foundation, ServiceNow Discovery Implementation certified.
* Implemented ServiceNow ITOM modules such as ServiceNow Discovery, CMDB, Service Mapping, Architecture, design, development, and deployment including ITOM Solutions.
* Perform regular audits on data, governance process and relationships.
* Configuration Management, IT Operations Management, Asset Management. Cloud, Service Mapping and Event Management etc.
* Proficient in leveraging the Automated Test Framework (ATF) within ServiceNow for automated testing of applications, ensuring quality assurance and efficient deployment processes.
* Perform extensive customizations on ServiceNow discovery and Implemented customer specific requirements with business rules, UI Scripts, Identifies.
* Implemented ServiceNow solutions to [specific FSO processes, e.g., trade lifecycle management, reconciliation]

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| **Technical Skill Summary** |

* Good Knowledge in Network or Enterprise Application administration and knowledge of enterprise architectures in a production IT infrastructure
* Adequate knowledge for implementations of Configuration Management, Incident Management, Problem Management, Change Management, integrating Third-Party Tools (using Soap and Rest APIs, using mid server), Service Catalog, Flow Designer and reports.
* Knowledge about ServiceNow applications, business rules, email notifications, UI Pages, UI Macros, Client Scripts, Script includes, Events, Scheduled jobs, Workflows, Surveys, reports, Access Controls, Homepage and User Administrations, Update sets.
* Knowledge about configuring Mid-servers, resolving issues related to it as well as fetching and sending files/data across Mid-server to any third-party tool or server. Also pulling data from third party databases like Oracle, MY SQL into ServiceNow.
* Worked on Languages: HTML5, CSS3, JavaScript, and Oracle.
* In-depth knowledge of the ServiceNow Automation Engine functionalities.
* Demonstrated expertise in ACLs, ATFs, Performance Analytics, ITIL, and ITSM Processes
* Proficient in XML for data interchange and integration within ServiceNow development, including creation, parsing, and transformation of XML documents.
* Helped in numerous deployments activities for Java Agile Team.
* Demonstrated expertise in IT Service Management (ITSM), IT Asset Management (ITAM), Customer Service Management (CSM), and Integrated Risk Management (IRM) modules within the ServiceNow platform, including thorough understanding of platform architecture, table structure, and core functionalities, enabling effective configuration and customization to meet business requirements.

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| * **WORK PROFILE** |

* Working as ServiceNow Implementer with **Cardinal Health** from Apr 2022 to till date.
* Worked as ServiceNow Developer with **Truist Finance** from Jan2020 to Mar 2022
* Worked as ServiceNow Discovery engineer with **Costco** from Aug 2018 to Dec 2019.
* Working as ServiceNow Discovery engineer with **Edge solutions Pvt Ltd, India** from Nov 2015 to Apr 2018.
* Working as ServiceNow Discovery engineer with **Innovation Systems Pvt Ltd, India** from Sep 2013 to Oct 2015.

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| * **Certifications** |

* ServiceNow Certified System Administrator (CSA) certification
* ServiceNow Certified Application Developer

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| * **EDUCATION SUMMARY** |

* Bachelor’s in computer science from SRM UNIVERSITY in 2012, INDIA.

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| * **STRENGTHS** |

* Deep knowledge and experience with various technologies
* Ability to solve complex problems, Strong communication and collaboration skills
* Adaptive to the environments with the focus on learning new tools

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| * **EXPERIENCE SUMMARY** |

**Project: Cardinal Health - Ohio, USA.**

Role : ServiceNow/CMDB Implementor

Date : Apr 2022 to till date

Modules : CMDB, Incident, Problem, Change, Integration

**Project Description:**

Implement the Discovery and CMDB Health checkup along with Developer supporting each module and support the client requirements which are specified through stories

**Responsibilities:**

* Implemented the pattern-based discovery from probes into the CMDB.
* Work on the CMDB clean for the duplicates and remediation plans and to automate the process.
* Implemented the New process for server decommission
* Worked on orchestration for the Active directory activities to auto the users adding into the required AD groups
* Involved in Pre-Production, UAT and Production testing to make sure all the functionalities are working accordingly after code drop or any patch done.
* Implementing system security by using Access Control Lists (ACL) as per the client needs.
* Worked on integrating Service Now with external SOAP and REST based web Services.
* Implemented Business rule, UI policies, Client Scripts, UI actions, Scheduled jobs, etc. to effectively implement client’s requirement.
* Implemented robust security measures using Apigee to protect APIs and sensitive data.
* Coordinated with the developing team, Release manager, weekend activity coordinator for successful UAT and Production testing.
* Demonstrated expertise in ServiceNow platform administration, configuration, customization, upgrade, and patching activities.
* Utilized the Automated Test Framework (ATF) extensively during project implementations to develop and execute automated test cases, ensuring thorough testing of ServiceNow configurations and customizations for quality assurance and compliance with client requirements.
* Worked on implementing LDAP integration, SCCM integration.
* Leveraged Amelia's NLP capabilities to understand and respond to customer inquiries.
* Configured SLA and OLA for meeting the time within a failure of a clinical device can be resolved.
* Experience using GenAI tools for workflow optimization, anomaly detection, and predictive analytics within ServiceNow.
* Worked on Change & Incident Module to create view, restricted change ticket/incident creation via template based on user role or criteria and restricted incident states based on the CI selected by the user.
* Led incident and problem management processes within the ServiceNow platform, ensuring timely resolution of issues and proactive identification of root causes for continuous improvement.
* Implemented and optimized ITOM processes aligned with ITIL best practices to improve service delivery efficiency.
* Leveraged ServiceNow ITSM platform to manage incident, problem, and change lifecycle.

**Environment:** ITIL, ITOM, ITSM, CMDB, Scrums, JavaScript, HTML, CSS, Discovery, Business Rules, Service Mapping ATF, Service Catalogs, Self-Service Portal, Integrations, Workflows, Transformation maps and Access Controls Lists.

**Project: Truist Finance – Atlanta, GA, USA**

Role : ServiceNow Developer

DE : Jan 2020 – Mar 2022

Modules : CMDB, Asset, Incident, Integration and Service Catalog Modules

**Project Description:**

Implemented & supported ITIL processes (Incident, Problem, Change Management) at Truist Finance using ServiceNow. Built integrations & automations to streamline workflows and improve service delivery.

**Responsibilities:**

* Responsible to look Globally Service Now Issues and give trainings for Incident / Problem / Change as per the business needs and updates.
* Responsibility to monitor the ITIL Service delivery via process mapping audits and design the procedure.
* Providing solution and standardized the ITSM process in bid management to satisfy the customers.
* Responsibility to update the dash board and reporting tool and make it visible to all the employees
* Implementation of different modules of Service Now as per requirements and ITIL process – Incident Management, Problem Management, Change Management, Asset Management, and Service Catalogs.
* Developing integrations both inbound and outbound. SOAP & REST.
* Improved IT service delivery and efficiency through ESGA principles.
* Handling Day to day IM / PM and CM tickets per the Priority.
* Coordinate Problem Management team and Incident management.
* Leveraged data management practices to optimize CMDB data quality and consistency.
* As a team, coordinate with internal and external technicians and stakeholders to craft detailed requirements for integrating the internal HPSM instance with the external Service Now instance
* Integrating HPSM and Service Now (or other ITIL ticketing platforms).
* Involved in PPM enhancements and integrated with various modules.
* Find root cause analyzing about the failure changes and the services.
* Supports implementation and provides requested enhancements to PPM implementation.
* According the RFC, need to raise the changes and handle the technical team/Operational team.
* Developed solutions using Ajax, JavaScript, Web Services REST, SOAP, and other web technologies to integrate Service Now with internal/ external systems and tools.
* Leveraged service mapping to inform change impact assessments and minimize disruptions.
* Responsible to coordinate with the escalation management team on Root Cause Analysis for failed changes.
* Experienced in Active Directory, Windows Server, PowerShell, Exchange email and Unix systems
* Responsible to Track and analyse unsuccessful changes to bring about process improvement with the help of frame work Remedy.
* Developed Web service and REST interfaces both inbound and outbound to SN to address third party application integrations SCOM, HPOO etc.,
* Responsible to Develop, evaluate and present weekly and monthly change management metrics to Executive management. Configuration of Foundation data, Process data Transaction data of Remedy ITSM System, CMDB Configuration Item updates.
* Administration of Development, QA Production Servers. Custom workflow migration using Migrator Tool, Data loads using Data Import Tool, Data Wizard Tool, and Data Management Tool.
* Integration of third party and home-grown applications USIT, TPS, ANTWERP to the ITSM System using Remedy Web services.
* ALTIRIS product Integration using Atrium Integration Engine Reconciliation Engine into Remedy CMDB.
* Utilized Apigee analytics to monitor API performance and usage.
* Implemented monitoring infrastructure that included Nagios Core, Distributed Nagios Executor (DNX) for scalability.
* Responsible to provide and present the monthly Change Cost Analysis report of the customers to the accounts management team

**Environment:** Service Now, ITIL, JavaScript, Jellybeans, Web Services, XML, DHTML, CMDB, jQuery, JSON, Remedy Web services.

**Project – Costco – Seattle, USA**

Role : ServiceNow – Discovery Engineer

DE : Aug 2018 - Dec 2019

Modules : CMDB, Incident, Service Catalog

**Project Description:**

Implemented ServiceNow modules (CMDB, Incident, Service Catalog) to automate IT processes, integrate with third-party tools (Infoblox, Jira), and ensure data accuracy. Improved efficiency through CI automation, UAT testing, and ATF test suite creation.

**Responsibilities:**

* Implemented Business rules, client scripts, scheduled jobs, UI Policies, etc to successfully meet the client’s need
* Coordinated with Functional owner to understand requirement gathering and getting the necessary clarifications pertaining to the requirement.
* Integrating third party tools with Service-now such as Infoblox, Jira, etc.
* Automating CI creation process.
* Involved in System Integration, Functional, Enterprise/UAT testing for each project with testing of different products like MFW, DMA, Fees, Fixed Income, Risk Analysis,
* Implemented Ansible to automate infrastructure provisioning, configuration management, and application deployment.
* Integrated Amelia into [specific applications or processes] to automate customer interactions.
* Worked on Incident and Service Catalog modules.
* Resolved CI duplication issue which was getting created through Discovery in coordination with Discovery and Service Mapping Team.
* Utilized service mapping to support problem management by identifying root causes. Employed service mapping to optimize service delivery and performance.
* UAT Testing done on different functionalities of “Go-Paperless” on E-brokerage applications and validating the data in backend to make sure the selection made on E-brokerage to be the same in Oracle, BDW, LW (Letter Writing), DocSys.
* Resolving Incidents, RITMs, back-end data upload
* Implemented ATF test suites to automate regression testing, ensuring the stability and reliability of ServiceNow instances across various development stages, thereby enhancing the overall software quality and user experience.
* Assist with audits of CMDB data to ensure that the data is current and accurate.
* Work with client IT in documenting procedures for the discovery, configuration and change management functions.
* Implemented a robust ITIL service lifecycle management framework, encompassing incident, problem, change, and service request management. [ITOM]
* Implemented Agile project methodologies and ITIL processes to ensure efficient project delivery and service alignment. [ITOM]
* Deployed ServiceNow MID servers and developed PowerShell scripts to build ServiceNow Orchestration activities.

**Environment:** Fuji, Glide Script, Java script, Jelly Script, Workflows, Incident, Problem, Change, CMDB, SOAP, HTML, CSS, AJAX.

**Project – Edge Solutions Private Limited, India.**

Role : ServiceNow – Discovery Engineer

DE : Nov 2015 – Apr 2018

Modules : CMDB, ITCM, Service Catalog

**Project Description:**

Implemented Service Request Management from End-to-End including the integrations with other tools giving L3 support for the whole service catalogs Application including resolving the incidents and problem tickets on service catalog.

**Responsibilities:**

* Development of Service catalog which includes creating new catalog items, designing workflow and execution plans.
* Design and develop platforms with self-service, automation and performance.
* Worked on Modules of ServiceNow like Incident Management, Change Management,
* Service Catalog.
* A Servicenow expert with experience on implementing end-to-end Service Catalog, Incident Management, Configuration Management (ITCM), Change Management and Release Management.
* Implementation, Customization and Maintenance of ITIL modules such as Incident, Change, Problem, Knowledge, Service Catalog, CMDB in Servicenow.
* Created Service Catalog templates for various use cases which are used for Catalog Admins to develop catalog items.
* Configuring Standard Email setups with basic SMTP, POP3 protocols and multiple SMTP servers to raise incidents.
* Creating Scheduled Reports, Dashboards and Home Pages to track important day to day activities.
* Manages data with Tables, CMDB, Import Sets, and Update Sets.
* Created suggested relationships for configuration items in CMDB.
* Worked on Automated Test Framework (ATF)
* Automated ticket creation through custom Inbound Email Action on Incidents.
* Created and utilized Update Sets to move customizations from Dev instance to Testing instance.
* Involved in integrating 3rd party applications with ServiceNow such as LDAP, SSO and other applications with Web Services (SOAP, REST API).
* Experience in following proper procedures while cloning from production to sub production instances.
* Knowledge in managing data with tables, configuration management database (CMDB), import sets and update sets. Performed LOAD, manipulate and maintain data between ServiceNow and other systems.
* Involved in Migration between various ServiceNow instances using Update Sets.
* Writing script includes invoking them in reference qualifiers or variable scripting.
* Responsible for the Service Now tool administration module and creation of new Users, Groups, Roles, IT Services.

**Environment:** HTML, XHTML, CSS, JavaScript, JQUERY, JSON, AJAX, JAVA, Oracle, Usability Testing, XML.

**Project – Innovation Systems Private Limited, India.**

Role : ServiceNow – Discovery Engineer

DE : Sep 2013 – Oct 2015

Modules : CMDB, Incident, Service Catalog

**Project Description:**

Support the delivery of IT services by ensuring the Configuration Management Database (CMDB) is maintained keeping it current and accurate and Discover Infrastructure*.*

**Responsibilities:**

* Developed business process improvement plan and process to integrate Incident, Problem, Change and Availability Management.
* Conferred with clients to discuss their options so that rehabilitation programs and plans for assessing needed services can be developed.
* Conducted assessment of existing change control, incident, and problem management processes to develop and implement continuous process improvement plan.
* Creation of Incidents and Service Requests for the supported applications, first point analysis on tickets and assigning them to L2/L3/other service lines based on the scope.
* Design and Implementation of service requests through service catalog in service now
* Creating catalog items, workflows, inbound emails actions for service requests.
* Configuration and customization Service Portal, Web Pages, Widgets and Dashboards.
* Responsible for tracking of incidents from Opening to Closure, with timely communication to business.
* Investigated performance issues, use troubleshooting tools and system logs to find issues.
* Integrated Workflows into applications and migrated applications between instances.
* Responsible for reviewing SLA performance and recommending corrective action.
* Responsible for following up on escalations and issues with clients and management and preparing Outage reports.
* Performing and communicating daily health checks to management across clients.

**Environment:** HTML, DHTML, CSS, AJAX, JavaScript, jQuery, SVN, Eclipse, Microsoft FrontPage, and Adobe Photoshop CS3.