**Sharmista Ojja**

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# PROFILE SUMMARY:

* A **ServiceNow Admin/Developer** with around 6 years having specialized experience in **implementing Incident, Problem, Change Management, CMDB, Service Catalog, Sec Ops and Integrations.**
* Experience in ServiceNow **implementation**, **integrating**, **development**, **administration** and **support**.
* Experience in designing, developing, Configure, customizing & administering **ITSM suite of applications**.
* Experience developing ServiceNow applications from business requirements and technical design documents.
* Experience working with various versions of ServiceNow **Istanbul**, **Jakarta**, **Kingston**, **London, Madrid, New York, Orlando, Paris, Rome, Sandiego and Utah.**
* Experience in activities related to Configuration like Creating Roles, Profiles, Email Services, Page Layouts, Workflow Alerts and Actions, and Approval Process.
* Experience in configuring and customizing all aspects of ServiceNow like **UI actions**, **UI policy**, **Business rules**, Data policies, Client scripts.
* Good knowledge on Integrated Risk Management(**IRM**) & Third Party Risk Management(**TPRM**).
* Experience in working with **Workflows**, **Import Sets**, and **Update Sets**.
* Configured and customized agent workspaces as well as virtual agent.
* Experienced in **integrating ServiceNow** with various Java based Web services.
* Experience implementing ITIL/IT Service Management processes (Survey, Request, Portal, CSM, ITBM).
* Experienced in **Debugging** and **troubleshooting** using the System logs and watch variable.
* Worked on schedule jobs, events, and triggers to manage business needs and created

Service Catalogs and its workflows.

* Proficient in creating **Access Control Rules (ACL).**
* Use of scripting tools and ServiceNow functionality to create a script to automate routine tasks being done in ServiceNow.
* Experience in identifying, asses and mitigate risk across the various business operations using the

Integrated Risk Management (IRM).

* Experience in Integrating External Web Services and SOAP based Web Services, API and Emails.
* Experience in loading the data into ServiceNow using import sets and creating transform maps.
* Customized Scripting on Service Catalog/Email Template/Workflow script.
* Expertise on creation of workflows for **Service Catalog** items in ServiceNow and implementing approvals.
* Functional knowledge and implementation experience of ITSM frameworks.
* Proficient in creation and modifications of workflows, flow designer and sub flows. Implementation and Administration of ITSM (Incident, Problem and Change) Management Processes, Building Service Catalog, CMDB (Configuration Management Database) Maintenance and Custom Application Development in ServiceNow.
* Involved in integration with third party tool Altiris, where data from Altiris is imported to CMDB.
* Involved in LDAP integration with ServiceNow for obtaining users and groups.
* Created Record Producers, Order Guides and Catalog Client Scripts and Workflows.

# PROFESSIONAL EXPERIENCE:

**Client: Gore Mutual, Cambridge. June 2024-Present**

**Role: ServiceNow Developer**

* Responsible for gathering the business requirements and implement the ServiceNow technical solution by following the best practices.
* Worked on configuration of ITOM for Telecommunication built product catalogs and automated the fulfilment process using the flow designer.
* Configured the system properties in order support the order management in ServiceNow.
* Created customized email notifications using email scripts as well as the email templates.
* Implementation of Agile Module, within ServiceNow for work and resource allocation.
* Created Several Dashboards and Reports as per the business requirements.
* Responsible for conducting training sessions for both internal and external users for usage of the Agent workspaces and Service Portal.
* Developed scoped application for **HR Module**.
* Development of Service Catalog which includes creating new Catalog items, designing workflows and execution plans.
* Worked with reporting in configuring **Service Level Agreements (SLA).**
* Involved in redesigning the workflows using ServiceNow workflow editor also involved in reconciliation of complicated workflows to simpler forms.
* Developed Transform maps to map values between Import Set and ServiceNow tables.
* Involved in cloning between various environments in ServiceNow.
* Development of UI pages using HTML and jelly scripting for **ESC (Employee Center) Portal.**
* Extensively worked with REST GET and POST using basic HTTP Authentication.
* Handling the Web responses and Parsing the XML and JSON data to load into tables using XML and JSON parsers in ServiceNow.
* Responsible for Resolving the environmental issues as well as incidents raised by the end users.
* Created Applications, Modules, tables, Columns as per the requirement specification in ServiceNow.
* Implements Single Sign On (SSO) with Microsoft Azure Active directory also supporting the local login as well.
* Responsible for the releases moved the changes from one instance to another using the batch update set.
* Creation of cases and integrating with order management which supports delivery of Order fulfillment.
* Data Population for New Catalog Item, **Maintenance of CI (Configuration Items**) and workflows in CMDB module.

**Client: GFL, Toronto. Mar 2022 – May 2024**

**Role: ServiceNow Developer**

* Designed and implemented new functionality using UI Policies and Data Policy.
* Worked on various ITSM modules of Service Now, like Incident Management, Change Management, and Problem management, Service catalog, User Administration and Reporting.
* Configuration and customization Service Portal Web Pages, Widgets and Dashboards.
* Involved in the requirement gathering from the business and proposed technical solutions.
* Customized workspaces in order to provide ability to the fulfillment team for attaching the relevant KB articles within the customer request and cases.
* Worked on **Agile Module**, customized it as per the organization requirements.
* Worked in Release management during product and patch releases.
* Worked on creation of creation and modifications of various **Scheduled Jobs**.
* Assisted in designing the technical solutions for the Customer **Service Management** module.
* Customized virtual agent to populate the logged in user name as a greeting message and also provided the ability to catch customer commonly asked queries.
* Responsible for delivering the technical solutions in enhancing the business process around the Software Asset Management (SAM).
* Responsible for configuring the contract and automating the process of procurement and licensing of the software product.
* Created various **inbound and outbound** Email Notifications using Email Templates.
* As a part of the deliverable’s prepared various technical documentation.
* Worked on LDAP and SSO integrations.
* Created and modified various **reports** and **dashboards** based on the customer requirements.
* Worked on enhancements of the IRM module in IT Risk management.
* Worked on **Record Producers** and **Service Catalog** and implemented requirements through **client scripts** and **UI policies**.
* Worked on creation of **Scripted Rest API which** will update the Configuration Items in ServiceNow.
* Worked on and created custom email notifications, core ITSM, CMDB\_CI, reporting and the service catalog modules.
* Customized and created workflows for Change Management, Story, and for service catalog items as per the requirements.

**Environment: ServiceNow New York**, HTML5, JSON, SOAP, Web Services, MS SQL Server, Integration, Agile.

**Client: TELUS. Aug 2019 – Feb 2022**

**Role: ServiceNow Developer/Admin**

* **Worked on the Agile method environment** and implemented the changes required by the business owners on a regular basis.
* As a part of the product release team responsible for collaborating with different teams and stakeholders and providing the updates on the key milestones of the project along deliverable updates and the timelines.
* Responsible for maintaining the backlog tasks and identifying the next release tasks and identifying the risk, possible impacts.
* Worked on customizing Incident, Problem and Change management
* using Client Scripts, UI Policies, UI Actions and Business Rules.
* Designed email templates by using HTML and jelly scripting and used them in notifications.
* Communicated with external web services using SOAP Messages and REST.
* Involved in various **ServiceNow customizations as per client's requirement.**
* Involved in migration between various **ServiceNow instances using Batch Update Sets.**
* Perform day to day administration activities such as providing access to users, assigning roles adding users to groups.
* Involved in **troubleshooting** various bugs in Business rules, client scripts using the **system logs** and watch variables.
* Worked with client and management to resolve issues and validate programming requirements within their areas of responsibility.
* Performing testing of all the functionalities post implementation.
* Moving changes from Dev Instance to Test and from Test to Prod using update sets.
* Created various **scheduled jobs** and **alerts** to automate and monitor regular process.
* Created various custom **surveys** based on the incident or Request resolutions.
* Good hands-on in **ServiceNow Performance Analytics** which is an in-platform process optimization solution to create management dashboards, report on KPIs and metrics.
* Worked on creation of various **Knowledge Bases** and **KB articles.**
* Responsible for maintaining integrity of ServiceNow tools across the production and non-production instances.
* Created and customized the UI Actions and form menus based on the requirements.
* Worked on creation of various Form views and default views.
* Evaluated, recommended and implemented improvements to enhance or automate solutions to improve efficiency and security of data.
* Worked on the On Boarding of the new employees through the HR module.
* Performed testing for the released stories as a part of sanity test.

**Environment:** ServiceNow, HTML5, JavaScript, JSON, SOAP, Web Services, MS SQL Server, Integration, SCRUM.

# EDUCATION:

Bachelor of Computer Science Engineering, India.

# CERTIFICATIONS:

CSA (Certified System Administrator)

CAD(Certified Application Developer)