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# Sowjanya Yejella

ServiceNow Solution Architect

## Professional summary

* Skilled IT professional of around 10 years of experience, with 9 years’ experience in ServiceNow Development, Maintenance, Implementation and Administration, Architecture.
* Extensive experience in ServiceNow, with a strong background in ITSM, ITBM, ITOM, HRSD modules, leveraging ITIL framework principles and deep functional and technical expertise in ServiceNow.
* Good hands-on experience in implementation of ITSM applications such as Incident, Change, Problem Management, Service Catalog, and Knowledge Management.
* Skilled in configuring CMDB (Configuration Management), Asset Management, and utilizing Discovery and MID Server installation within ServiceNow.
* Established and maintained integrations with data sources beyond ServiceNow Discovery.
* Worked on IT Operations Management (ITOM) modules, configured event management, connected instances, defined connectors, and configured discovery and orchestration.
* Hands-on experience with LDAP integrations, and a thorough understanding of integration protocols, including SOAP and REST APIs by integrating with 3rd party applications.
* Expertized customization and solution experience in ServiceNow, utilizing Workflows, Flow Designer, Business Rules, Client Scripts, UI Policies, UI Actions, Notifications, ACLs, Fix Scripts, Script Includes, Service Catalog, Data Imports, GlideRecord, and the System Portal framework.
* Strong practical experience in configuring ServiceNow HRSD in one or more functional areas. This involves customizing workflows, designing HR processes, and ensuring alignment with leading HR practices Handling the clients with Requirements and Solutions and knowledge sharing in ServiceNow.
* Mentoring Junior developers to provide guidance on the best practices, coding standards and on documentation.
* Customized XML templates in ServiceNow for generating reports and notifications, improving the format and readability of data presented to users.
* Customized ServiceNow forms using HTML and CSS.
* Implementation experience of complex order guide requests to merge more than 100 catalog items for better optimization.
* Created reusable, modular Angular components for ServiceNow.
* Created custom SecOps reports and dashboards within ServiceNow, providing real-time visibility into security incidents, vulnerability status, threat intelligence feeds, and SLA performance to senior leadership and security teams.
* Utilized SQL to create custom reports and dashboards in ServiceNow
* Designed and implemented automated testing strategies, reducing deployment issues by 25% and improving the software stability.
* Implemented JavaScript to handle event management in ServiceNow
* Configuring ServiceNow HRSD including Employee Center Portal, Onboarding, Case Management, Knowledge Management and Integrations with 3rd party software.
* Created and optimized HRSD workflows using Flow Designer, Integration Hub, and Scripted REST APIs.
* Collaborated with cross-functional teams to define and manage the lifecycle of enterprise applications, from acquisition to decommissioning, within ServiceNow APM.
* Implemented role-based access controls in ServiceNow, improving data security by 15%
* Strong problem-solving, analytical, and debugging skills with a track record of delivering high-quality solutions on time. Passionate about continuous learning and eager to master new technologies.

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| Employment history**Sr ServiceNow DeveloperJun 2017 - Present*****National Institutes of Health (NIH)Bethesda, MD***• Perform day-to-day operations of ServiceNow instance to ensure the smooth performance and user satisfaction by providing Level 3 support on ServiceNow, to identify and resolve complex issues, troubleshooting within the desired Service Level Agreements.• Led a team of eight developers and executed the regular global platform upgrades, achieving 100% compliance with the ITIL guidelines and reduce the system downtime.• Designed and developed enhancements across various ServiceNow modules and custom forms, tables, and user interfaces using ACLs, Business Rules, UI Actions, UI Policies, Client Scripts, and Script Includes to enhance user experience and system functionality. • Enhanced ServiceNow Service Portal and UI Pages using JavaScript, enabling custom navigation, dynamic content loading, and real-time updates to improve portal usability.• Utilized Angular to consume ServiceNow REST APIs.• Created comprehensive Technical Design Documentation and worked on the development of custom ServiceNow applications to meet business requirements by overseeing the project schedules.• Designed and implemented complex Service Catalogs involving data transmission from custom tables to improve the user experience.• Integrated ServiceNow with various third-party tools (e.g., Active Directory, LDAP, email systems) and external systems via REST/SOAP APIs, improving data synchronization and enabling real-time service monitoring.• Implemented Threat Intelligence integration with ServiceNow SecOps, enriching security incidents with real-time threat data from external sources, and ensuring that security teams had actionable intelligence to mitigate threats more effectively.• Designed and developed XML-based SOAP Web Services in ServiceNow, enabling communication between ServiceNow and third-party applications for efficient data transfer and system integration.• Designed, developed, and customized ServiceNow applications and modules for IT Service Management (ITSM), including Incident, Problem, Change, and Request Management, enhancing operational efficiency and service delivery.• Wrote SQL scripts to manage and maintain ServiceNow database integrity• Designed and implemented Automated Test Framework (ATF) test cases for various catalog items and Incident Record Producers to ensure functionality and compliance.• Facilitated the team with the successful migration of the legacy .NET based end user portal to Service Portal by ensuring the data integrity and improving the usability.• Worked on code refactoring different scripts to follow the best practices in ServiceNow based on the results of Health Scan report.• Led the implementation of ServiceNow ITOM (IT Operations Management) modules, including Discovery, Event Management, and Service Mapping, to automate and streamline IT operations, resulting in improved infrastructure visibility and operational efficiency.• Performed data archiving by understanding the data management concepts such as record retention and data normalization.• Played a key role in reverting the custom change management process to OOB version to redesign it to reduce the unauthorized changes.• Developed and maintained instance-to-instance incident integration to streamline operations between cross functional teams by using web services for external incident and problem ticketing systems.• Worked on the integration of ServiceNow with third-party systems using SOAP, REST, and JSON web services, enabling seamless data synchronization and to save the operational costs.• Led the user integration process from Virtual Directory Service (VDS) to update/create user records, improving identity and access management.• Worked extensively with inbound actions and Flow Designer to integrate incident and request data.• Involved in the migration of knowledge management module from V2 to V3 to enhance knowledge-sharing capabilities.• Integrated ServiceNow ITBM with Governance, Risk, and Compliance (GRC) modules, ensuring that all IT projects are aligned with compliance standards and reducing risk exposure by automating compliance checks during project execution.• Configured and customized Asset Management modules in ServiceNow• Worked on the design and development of custom HR modules reducing onboarding process times by 20% and eventually increase in the new Hire satisfaction.• Involved in Employee Service center Portal development and maintenance to leverage the HR modules Service Delivery and efficiency.• Configured ServiceNow HRSD suite and implementing the HRSD Roles, COE structure, Service Configuration and Record Producers, Lifecycle Events.• Performed the configuration management using Discovery to improve the management and asset tracking.• Configured Discovery schedules and collaborated on setting up MID Server connections to facilitate accurate data discovery.• Engineered seamless data integration between Science Logic and ServiceNow CMDB, enhancing Incident and Change Request form functionality.• Experience with working Virtual Agent and workspaces. Implemented advanced security configurations, including ACLs, roles, SSO, and SAML-based authentication.• Developed and deployed Business Rules and Scheduled Jobs for automated daily synchronization of CMDB records.• Designed Application services and the Business services as per the CSDM framework by creating CMDB Query builders and Dynamic CI groups.• Designed and implemented HRSD integrations with Workday, SAP SuccessFactors, and other HR platforms using REST/SOAP APIs.• Led the successful implementation of ServiceNow CSM (Customer Service Management) to streamline and automate customer service processes.• Collaborated with HR teams to gather requirements and help building the custom ServiceNow solutions.• Supported the team in the pilot project to implement domain-separated instances to support multiple organizational divisions.• Developed and customized ServiceNow user interfaces using HTML and CSS, ensuring a responsive and user-friendly experience for both internal users and customers.• Worked on the integration of ServiceNow Project Portfolio Management (PPM) with Demand Management, enabling streamlined project initiation, planning, and execution.**ServiceNow Admin/DeveloperFeb 2016 - May 2017*****BB&T BankRaleigh, NC***• Design, Development, and Implementation of the Content Management System (CMS) Website, ensuring smooth integration with other platforms.• Service Catalog Development: Created new catalog items, designed workflows, and executed plans to meet business requirements.• Worked on Service Portal restructuring separating incident and requests to enhance better user interface.• ServiceNow Implementation & Customization: Managed the customization, implementation, and ongoing maintenance of key ITIL modules including Incident, Change, Problem, Knowledge, Service Catalog, and CMDB.• Developed and delivered scheduled reports, homepages, dashboards, gauges, and PPM reports, aligning with business requirements for data visualization and decision-making.• User Training: Led user training sessions on the usage of ServiceNow modules and applications to enhance platform adoption and efficiency.• Supported platform upgrades, including cloning, validation, and handling update sets to ensure smooth transitions.• Implemented Service Level Agreements (SLAs), notifications, and other automation processes to support ITSM modules and meet user needs.• Troubleshot and resolved performance issues by investigating root causes and enhancing user experience across ServiceNow instances.• Automated data loading processes through scripted scheduled jobs, Import Sets, and Transform Maps.• Ongoing Support and Maintenance: Managed migration of customizations between instances and supported platform maintenance activities.• Created and deployed custom surveys on legacy platforms to capture feedback and optimize services.• Utilized JavaScript to automate and streamline business processes, working with UI Policy, Client Scripts, UI Actions, and Business Rules to improve system efficiency and reliability.• Constructed custom dashboards utilizing Database Views and Interactive Filters, providing real-time insights for executive decision-making.• Worked extensively on streamlining the stand workflows and automations.• Created notifications based on user requirements and configured inbound email actions to create incidents or requests.**Java DeveloperJul 2013 - Jun 2014*****Cryptograph TechnologyBangalore, IND***• Learning company standards of application software development, Agile, and iterative development methodologies.• Assisted in developing product roadmaps and worked with R&D team to identify the critical and emerging technologies by performing strategic research.• Involved in developing and executing the test procedures for software development.• Worked in developing highly interactive and customized UIs using JavaScript, HTML, JSP and CSS to improve web applications functionality.• Worked in creating interactive UIs that surpassed client objective and improved user experience.• Assisted in creation of technical documentation for internal and external stakeholders.• Worked with the QA team in performing the unit testing and fixing the identified issues.• Responsible for HTML client interface validation using JavaScript and jQuery.Education**Master of Science in Electrical Engineering2014 - 2015*****Gannon UniversityPA*****Bachelor of Science in Electronics & Communications Engineering2009 - 2013*****JNTU UniversityIND***Certifications* **Certified Application Developer**
* **Certified System Administrator**
* **Micro-Certification - Agile and Test Management Implementation**
* **Micro-Certification - Integration Hub**
* **Micro-Certification - Automated Test Framework**
* **Micro-Certification - Service Portal**
* **Micro-Certification - Flow Designer**

Skills* Scripting & Development: C/C++, Java, JavaScript, HTML/CSS, XML, SQL, AngularJS, JSON, AJAX
* ServiceNow Specialization: ServiceNow Application Development, Integrations with REST/SOAP, Automations, customization, ServiceNow performance optimization, ServiceNow security and Compliance, ServiceNow custom scripting, Service Portal, HRSD.
* Tools & Utilities: ServiceNow, Remedy, Jira Align, Microsoft Tools, Confluence.
* Project Methodologies: Safe Agile, Scrum, SDLC, Kanban, Continuous Integration and Deployment (CI/CD)

LinksLinkedIn: [linkedin.com/in/sowjanya-y-8a4425217](https://www.linkedin.com/in/sowjanya-y-8a4425217)Additional information**Awards**Best teamwork and collaboration Award of Merit from NIH in 2018Making an Impact IT Operational Excellence Award from NIH in 2023 |