**Venkata K**   A close-up of a logo

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[**Venkatasnow6@gmail.com**](about:blank)

**646-543-6669**

**Professional Summary:**

* A Certified Service Now professional with 9 Years of experience in the IT Industry with **ITIL, ITAM, ITSM, ITOM, CSDM and CMDB** solutions with expertise in Design, Development &Administration of ServiceNow.
* Expert in ServiceNow with 8+ Years of experience in implementing **Portals, Service Catalog, Incident, Problem, Change, CMDB, Release & Knowledge Management** modules with ITIL best practices.
* Experience in implementing various **IT Service Management** processes **like Incident Management, Change Management, Problem Management, Knowledge Management, Configuration &amp, Asset Management, Service Catalog, and Release Management**
* Extensive knowledge on concepts **like LDAP, MID Servers, Workflow design, Reporting, Form/UI configurations, Notifications, data imports, custom scripting**.
* Experience in delivery of end-to-end **Service Catalog and ITSM modules** implementation by following the **SDLC** process in ServiceNow.
* Experience in building new **Service Catalog** Requests and making enhancements to the existing complex service requests.
* Expertise in developing **Client Scripts, Business Rules, UI Actions and UI policies** to meet business requirements.
* Developing **JavaScript** and configuring **workflows** to implement customer requirements through customizations and enable the process flow.
* Designed and implemented **REST integrations** between ServiceNow and other Applications where ServiceNow being both Web Service Provider and Web Service consumer.
* Experience in configuring the **Discovery Schedules** and working with **Discovery Patterns**.
* Worked as a ServiceNow admin which includes the **customizations** and maintenance of **catalog workflows, business rules, UI pages, UI actions, UI policies, ACLs and catalog items.**
* Experience in configuring **Email Notifications**, **Inbound Actions,** **UI Pages, UI Macro, Scheduled Jobs, Script Includes and Events.**
* Worked on **CMDB data loads. Discovery of Servers, Network Devices** using multiple **MID servers** configured for **discovery schedules.**
* Good knowledge of **CMDB, Business Services and Configuration Item and BSM relationships.**
* Good knowledge in trouble shooting issues related (**SAM**) **Software Entitlements**, **Assets to CI status mappings**, **CI relationships.**
* Worked as an SME for ServiceNow implementation of **Service Catalog** and **CMDB**.
* Worked on **Content Management System** (**CMS**) and Self-Service portal using Jelly Script and UI Macros
* Experience in web development and application development using **HTML, JavaScript, Ajax** and **CSS, J2EE.**
* Experience in upgrading the ServiceNow instances from **Quebec to Rome and Rome to San Diego release.**
* Experience in delivery of end-to-end **Service Catalog and ITSM modules** implementation by following the **SDLC** process in ServiceNow.
* Hands-on experience with implementing Web Services. **REST API, Scripted REST APIs, SOAP Web Service**, Exporting and converting records into complex data types,
* Created and ran tests and test suites within ServiceNow instance using **ATF**.
* Hands-on experience with ServiceNow script types: **Access Control, Ajax Scripts, Business Rules, UI Policies, Client Scripts, Script Actions, Script Includes, Transform Maps, UI Actions, Validation Scripts, and Workflow Editors.**
* Worked on **UI Pages, UI Macro, Scheduled Jobs, Script Includes and Events**.
* Created customized **widgets** which pull records from the customized table into the **Service Portal** and exhibit them.
* Collaborated with the project teams including architects, developers, and quality assurance on requirements and issues to ensure quality and on-time project delivery, data transition and integration.
* Good Independent/team working skills and experience, excellent communication skills with very good customer handling capabilities.

**CERTIFICATIONS:**

* **Certified ServiceNow System Administrator**
* **ITIL 2011 Foundation Certification**

**Technical Skills:**

**Programming Languages: JavaScript, Perl Scripting, SQL, Angular JS**

**Database Tools: SQL Server 2012, 2008 R2, Management Studio/Enterprise Manager,**

**Web Technologies: XML, HTML, CSS, AJAX**

**Defect Tracking: Jira, ServiceNow, Agile module**

**Methodologies: Agile, SDLC, Waterfall, Scrum**

**GUI/Tools: Visual Studio 2005/2008, XML, HTML, SOAP, REST Web Services**

**Work Experience:**

**Role: Sr. ServiceNow Developer/Admin Apr 2023 – Till date**

**Client: The Hartford, Connecticut**

**Roles & Responsibilities:**

* Created Business Applications and Application Services (Business application environments) as per **CSDM** framework.
* Created relationships between **Business Application** and **Application Services**.
* Converted Application Services to **Mapped Application Services** using relationship mapping.
* Created Dynamic CI groups for patch management related change tickets.
* Configured **CMDB** Data manager policies to retire, archive and purge CIs.
* Created custom application to track the time spent per tasks assigned to user using a ui page that captures the input of the day and time spent over the life cycle of the ticket close.
* Implemented **SGC GCP Discovery (API)**with a Service account created in a project with organization level read-only permissions.
* **Discovered GCP** resources like Kubernetes Deployments, Services, replica sets, cloud databases, vms and servers.
* Also implemented **tag-based discovery** to create application services using tags like app and release as per the customer needs.
* Implemented **AWS cloud Discovery (API**) using the cloud service account and discovered data centers, regions, key value table tags and used the tags to relate the vm servers with applications. Also configured AWS SNS to get near real time updates.
* Implemented **cloud** **management** plugin for vcenters and **AWS** discovery.
* Managed (**SAM**) **software** entitlements using catalog items and workflows.
* **AWS** cloud discovery using ServiceNow **Cloud Management** v2 plugin.
* Integrated ServiceNow with **AWS Cloud API** for automating provision of new servers.
* Implemented Jamf integration for Mac Devices.
* Implemented Service Graph Connector for Tanium Plugin to populate delta data for Personal Computers.
* Installed CyberArk Agents on the dedicated discovery mid servers to run discovery schedules.
* Implemented Data Sources and created transformation maps to import the data into the ServiceNow from different data sources.
* Building new catalog items with the use of **UI Policies, UI Actions, Client Scripts and Business rules** as per the business need.
* Created many **Service Catalogs, Record Producers** as per the client requirements. Also, made enhancements to the existing catalog items
* Created **workflows** and approvals for the **service catalogs** to generate the approvals and corresponding catalog tasks.
* Wrote **business rules** to avoid empty configuration items to be stored in CMDB after discovery tool runs a scheduled job.
* Experience Developing ServiceNow applications from Business Requirements and Technical design documents.
* Participating in meetings with SME's and Project Managers to analyze the requirements and develop the workflow design of request items using Agile Methodologies.

**Role: ServiceNow Technical Developer Feb 2019 – Mar 2023**

**Client: BCBS, Durham, NC**

**Roles & Responsibilities:**

* Developer for **Service Catalog, Service Requests configurations, AD Integration using SAML,** Integration of federated CMDB through ServiceNow **Mid-Server** technologies**, Incident Management, Problem Management, Knowledge Management and Change Management workflows** and respective customizations.
* Worked with different teams across the organization to make sure all the **ServiceNow Discovery** functionality works as per the client’s needs.
* Gathering credentials from teams and validate them against ServiceNow **CMDB**.
* Developed custom **patterns** for discovering legacy devices.
* Implemented **Tanium integration** to populate Vissim **CMDB** data from **Discovery**.
* Used **Normalization** plugin for normalizing OS, Versions.
* Setting up Mid Servers for **CMDB Discovery** for communication and movement of data between the ServiceNow platform and external applications.
* Configured **JAMF, ILMT, Discovery Admin plugins for CMDB and Software Asset Management** (SAM).
* Good experience in implementing plugins for integrating **Tanium, Jamf, Verizon, Discovery Admin, SCCM**.
* Managed (**SAM**) **software** entitlements using catalog items and workflows.
* Scanning and scheduling of **SCCM** database using **ODBC** connection in ServiceNow for the maintenance of **computers/workstations** and running software’s in the **CMDB** repository.
* Discovery of internal IP network ranges and targeted IP addresses to populate the CMDB with network classes, **Server Classes** and **Databases**.
* Created **Performance Analytics** Reports using **Indicators, Indicator Sources, Breakdowns, Breakdown Sources, Interactive Filters, Aging Reports.**
* Created **Performance Analytics Jobs for Historical data and current data.**
* Created **Automated Indicators, Formula Indicators, Manual Indicators and used them on Widgets and Dashboards.**
* **Customization** of probes and sensors for discovery of **MS SQL, MY SQL, DB2 database, and Postgres SQL**.
* Coordinating with **Networking** teams during the outages and troubleshooting the issues.
* Restricting the ability of users on the forms and CMDB by creating **ACL’s**.
* Modifying **Script Include** for the selection of filters in CMDB for ITIL processes.
* Making enhancements to the existing **Service** **Catalog items** for the end user needs.
* Creating and modifying **workflows** with approvals and generating tasks for fulfillment.
* Implemented **Standard, Normal, Emergency change management** workflows.
* Perform support and maintenance of ServiceNow platform and associated applications.
* Deploy update sets from QA to Production instance by following the internal change management process.
* Coordinate with Business Analysts to get updates on client requirements and estimate the story points required to perform the task.
* Suggest, discuss new requirements with the business team to improve performance and schedule meetings with BA if there are any issues regarding requirements.
* Coordinate with other Developers, BA, Managers if any issues, blockers faced regarding the development, design, requirements, and best way to rectify them.

**Role: ServiceNow Developer June 2017 – Dec 2018**

**Client: Chick-Fil-A, Atlanta, GA**

**Role & Responsibilities:**

* Perform day to day administration of **Service-Now** in Development, Test and Production environments to maintain business services and configuration item relationships in Service-Now.
* Actively discovering Servers, Network devices, Databases available in the organization by scanning the IP ranges.
* Created Employee On-board **Service Catalog** with various tasks to the respective teams.
* Created automated workflows that accelerate employee on boarding to get staff in front of **HR** in the shortest possible time.
* Integrated Application management system with ServiceNow to get the data into Business Services class and created Business Service Mapping relationships using the discovered servers and databases.
* Implementedbidirectional **integration** between **ServiceNow** and **Jira** using **Rest Web Services.**
* Created a **UI action in ServiceNow** to create an on-demand **Jira** case for scenarios not matching the **integration** conditions**.**
* Used **SOAP** and **REST** Web services for integrating Different Instances.
* Created Schedule Jobs to run scripts, to import data by running Scheduled transform maps.
* Created scripts like **Client Scripts, Business rules, Script Includes, UI scripts and UI Policies** to customize the instance as per Business needs.
* Created GROUPS for a set of users and used them for approval, assignment, and receiving notifications.
* Used **Access Control Rules** for securing and providing the right access to the right person/role.
* Worked on **CMDB** and **Asset management.** Performed Data migration to import data from other   
  Applications and external databases.
* Used **SCRUM** methodology for the development and **SDLC** module for defect tracking.
* Responsible for upgrade of ServiceNow from **Helsinki** to **Istanbul** and **Istanbul** to **Kingston** release.
* Investigate performance issues, learn troubleshooting tools, and use system logs to find issues.
* Performed updates to existing modules and workflows.
* Worked on End-to-End implementation of **CMDB** module using Discovery tool in ServiceNow.
* Extensive development in our Service Now platform includes creation and customization of our Incident, Request, Service Change, Service Level, Create Now suite.
* Experience on data upload and configuration in **CMDB** and other **ITSM** modules.
* Develop reports, database views and develop some scheduled jobs needed for reports as per user requirement.
* Manages data with Tables, the **CMDB**, Import Sets, and Update Sets.

**Role: ServiceNow Developer/Admin Feb 2016 – Apr 2017**

**Client: American Electric, Columbus, OH**

**Roles & Responsibilities:**

* Handling Production support tickets and assigning them to appropriate teams.
* Created and Maintained foundation data - User Accounts, Approvers, Support Groups, Sites, Production Categorizations, and Templates.
* Creation of database views to extract the data from different CMDB tables and generate the reports.
* Participated in Service-Now QuickStart Implementation process and worked with Service-Now in implementing Incident, Change, Problem, Knowledge, and Service-Catalog.
* Involved in multiple integrations with ServiceNow, such as LDAP, SSO and REST API-based application integrations.
* Responsible for defining a new IT organization structure to support redefined **IT** **Service Management** strategy involving Application Development (SDLC/Agile/DevOps), IT Operations, IT Infrastructure, Platform Services, ERP, Productivity Services, and IT Delivery and Support organizations. Objective was to unify and improve IT Service delivery to various business lines. Responsibilities included.
* Worked on identifying the **users, groups, categories** and following the **ITIL** standards while designing these solutions.
* Implemented OOB Change Management module and made customizations as per the client requirements.
* Users are populated into the system using **LDAP integration** and worked closely with Service-Now team and Infrastructure team to facilitate this integration.
* Scheduling cloning and migration of data from instances with ServiceNow

**Role: SQL Developer**

**Client: Zealot Solutions, India March 2013 – April 2014**

**Roles & Responsibilities:**

* Developed reports for performance analysis and reward management system for the shell Global retail business.
* Interacted with system users to identify data required for processing. Involved in logical & physical design, development and testing of the system. Developed complex T-SQL code for the application.
* Worked as a developer in creating complex Stored Procedures, SSIS packages, triggers, tables, views, other SQL joins and statements for applications.
* Troubleshooting connectivity issues, implemented backups and maintenance plans.
* Maintained High Availability such as Log Shipping. Created both Tabular, Matrix, drill down reports using SSRS 2005. Created reports by using bar chart, pie chart to analyze critical data in SSRS 2005. Implemented constraints on tables.
* Assist team in debugging and resolving issues.
* Writing unit test cases, working with test team to ensure good performance-oriented testing
* Designed SSIS Packages to transfer data from flat files to SQL database tables.
* Interpreted logical and physical data models for Business users to determine common data definitions and establish referential integrity of the system.
* Worked with mappings using expressions, aggregators, filters, lookup, update strategy and stored procedures transformations.
* Worked closely with the Analytics department reporting team and deployed Tableau reports and publishing them on the Tableau server.

**Education:**

* Master of Science in Engineering, Texas
* Bachelor of Technology, India.