**PROFESSIONAL SUMMARY**

Overall 9+ years of Professional experience in executing IT projects with a good understanding of SDLC life cycle. Over 5+ years of experience in ServiceNow platform development and administration including requirement gathering, development and implementation based on the customer needs with managing several applications on ServiceNow Platform

* Have worked in multiple modules like **ITSM, CSM, GRC**and **Domain Separation**
* Customization of table forms using **UI Policies, Client Scripts, and UI actions**
* Experience in Designing and Developing custom applications in ServiceNow
* Expertise in the technical implementation of modules such as Incident Management, Problem Management, Change Management, Knowledge Management, Service Catalog, and Reporting
* Worked on the creation of custom tables, customization, and data migration through transform maps
* Extensive knowledge of building client-side and server-side scripts on the ServiceNow tool
* Able to manga both client-side activities using client scripts, UI policies, and server-side script activities using UI actions, business rules, background script, schedule jobs
* Gathering and understanding the business requirements from various stakeholders and converting them into a technical document with step by procedures or processes
* Good Experience in developing workflows using **Workflow Editor** and in customizing the applications in ServiceNow using **JavaScript**
* Worked on the creation of custom tables, customization, and data migration through transform maps
* Have good knowledge of ServiceNow script APIs, **GlideRecord, GlideSystem, GlideAjax**
* Customized Notifications, email templates, and email scripts based on client requirements
* Worked on **Access Control Rules** (ACL) based on client requirements
* Responsible for building Catalog Items and Record producers using Variables and Variable sets.
* Experience in Workflows, SLAs, Import Sets, and Update Sets
* Hands-on experience in system integrations using web services such as **SOAP** and **REST**
* Experience working on integrations with Azure Active Directory including different catalogs using integration hub
* Worked on **Service Portal Development** and designed web applications using **HTML** and **CSS**
* Familiarized with various aspects of Waterfall, Scrum, Agile Methodologies
* Interacting with various stakeholders of the client for requirement gathering for enhancements
* Good team player and have excellent interaction skills to coordinate and work within a team.
* Strong interpersonal skills and problem-solving skills
* Ability to follow industry standards and procedures
* Ability to quickly master new concepts and applications

**EDUCATION:**

* Bachelor's Degree in Computer Applications, Jawaharlal Nehru Technological University, India

**TECHNICAL SKILLS**

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| --- | --- |
| **Tools** | ServiceNow (ITSM, CSM, GRC and Domain Separation) |
| **Scripting Languages** | JavaScript, HTML,CSS |
| **Software Methodologies** | Agile, Scrum, Waterfall |
| **Programming Languages** | C, C++,JAVA,SQL |
| **Database** | MYSQL |
| **Operating Systems** | Windows , Linux |

**PROFESSIONAL EXPERIENCE**

* Currently working as a Consultant at Niche Cloudware from March 2017 to till date.
* Worked as a Software Test Engineer at Technologies, from February 2013 to March 2017.

**REWARDS & RECOGNITION**

* Received the ‘Spot Award’ in 2020 for the Texas Capital bank Project

**Work Experience:**

# Client: Texas Capital Bank Nov 2021-Present Role: ServiceNow GRC Consultant

Hitachi is in process of creating a flexible cloud contact center with a focus on operational excellence,**GTRS** consolidated employee service portals onto**ServiceNowITSM**

Contribute to the configuration, implementation, and maintenance of the ServiceNow system Descriptions, The project is a fresh implementation of service now modules of **IM, PM, CM, RM andService catalog**Integration of 3rd party tool like **LDAP**

# Responsibilities:

* Strengthened developmental methodologies by introducing a code quality document
* Developed code fixes and enhancements for inclusion in future code releases and patches
* Wrote and implemented **JAVA Script** to customize applications and enhance the tool
* Experience on implementing Incident Management, Problem Management, Change Management, Knowledge Management
* Experience on creation of**Catalog Items, Record Producers, Order guides**
* Developing and configuring Business Rules, Script Includes, Catalog Client Scripts, Client Scripts, UI Policies, **Glide Ajax, Glide Record**
* Developed and customized **Service Portal** applications on requirement basis
* Built end-to-end self **service portals** for employees with easy to use modular UI
* Implemented Workflow using **Workflow Editor** for Service Catalog and SLA
* Worked on End-to-End implementation of**Governance,Risk and Compliance**
* Implemented **GRC** module from scratch having OOB capabilities including modules like audit management and vendor risk management. As well as worked with UFC integration and policy compliant with different tools. Worked on end to end implementation with customization
* Also worked on the implementation of **GRC** module from requirement gathering to customization for a project end to end implementation
* Used **Vendor Assessment life** cycle to manage to manage Vendor Risk
* Expertise in handling **CMDB** bulk data, load data reconciliation with the help of transform map and
* transform script
* Created and used update sets to move customizations between various environments
* Created multiple transform maps if data needs to be loaded from outer source if UFC is not been used in implementation
* Built test cases using the Automated Test Framework to ease the testing of the new configuration built and the existing configurations
* Work on release/version upgrades including scheduling cloning and migration of data from instances with ServiceNow
* Knowledge on ServiceNow latest features – **Flow Designer**, Automated Test Framework
* Experience in Inbound and Outbound Integrations using Web Services **REST** and **SOAP**
* Strong experience in Email-notifications, Reports and Schedule Jobs

**Environment**:Agile/Scrum, Servicenow.

# Client: Toyota Financial Services Mar 2019 – OCT 2021 Role: ServiceNow GRC Consultant/Developer

# UPRR is a US based Railroad Company, operates North America's premier railroad franchise, covering 23 states in the western two-thirds of the United States. UPRR is developing a Cust Service Automation process to handle most of the Service Management modules of the business process with a Service now Suite like Change Management, Incident Management, Problem Management, Demand Management, Service Request Management and other customizations according to the Business requirements

# Responsibilities:

* Developed custom applications for Service Management using the Service-Now platform. ∙ Used **ITIL** practices to implement Service now applications in phase by phase approach. ∙ Worked with Incident Management application, Problem Management, Change Management
* Worked on Access Control**(ACL’s)** to personalize security
* Created **role-based** views namely for New Hire, Hiring Manager, HR Case Worker and HR Supervisor
* Applications in escalating issues, logging, catering, resolving, monitoring, and reporting. ∙ Written Business Rules for customizing the tool
* Written Client Scripts, UI Actions and Script Includes for customizing the tool
* Wrote and implemented **JAVA Script** to customize applications and enhance the tool
* Incident/Problem/Change/Service catalog applications using Business rules, Client scripts.∙ Using Workflow Editor for creating workflows
* Responsible for building Catalogs, Catalog categories and Record producers. ∙ Responsible in building **SLA** and generating Reports
* Knowledge on Graphical **API** and how it’s implemented in ServiceNow
* Also worked as an UI/UX developer in service now for **Service Portal** Development
* Created Email notifications, Email Templates and Mail scripts, triggered email notifications from server side scripts by using events that existed in the event registry
* Created Scheduled script jobs and Scheduled generation and distribution of reports. ∙ Used Transform maps to import Data to Configuration Management
* Designed web applications using **HTML and CSS**
* Importing the Data in different formats (Excel and XML) via attachments. ∙ Using ACL’s for providing field level security and table level security

**Environment**: Agile/Scrum, Servicenow

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# Client: HP Jun 2017 – Feb 2019 Role: ServiceNow Developer/Administrator

Responsible for the ServiceNow platform of HP organization which supports IT service management to automate business processes which involves in designing,configuring , developing , troubleshooting and implementing baseline and custom applications to enhance the platform

# 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
* Creation of user accounts, groups, roles, creating new and updating existing catalog items. Created, published & retiring knowledge base articles
* Experience in creating **Catalog items, record producers, Order guide** and support with email notifications, reports
* Worked on **UI policies, UI actions, client scripts** to make user interface effectively
* Worked on identifying the users, groups, categories and following the **ITIL** standards while designing
* these solutions
* Created various front-end forms, and associated Client Scripts, UI policies, including advanced

customizations that require modification of UI Pages/Macros.

* Routine Support activities for **Incident Management, Problem Management, Change Management**
* Created and moved update sets to different servicenow instances
* Customer/Vendor meetings and Reporting Documentation and providing user training

**Environment**: Agile/Scrum ,Servicenow

# Client: COSTCO Wholesale Apr 2013 – May 2017 Role: Test Engineer

Costco Wholesale operates a chain of membership-only big-box retail stores

# Costco has partnerships with UPS, Instacart among several other vendors to serve and reach their members. As a result of these collaborations, Costco initiated projects such as Costco 2 day delivery and Same Day Delivery directly competing with Amazon Prime

# Responsibilities:

* Drawing requirements from Business scope document and analyzing scope for exploratory testing. Evaluating the Gap analysis, impact analysis and designing functionality validation approach
* Authoring Test Cases, Preparing Test data, Execution, Tracking defects and Reporting of the test results on a daily basis
* Performed GUI, Sanity, Functional, System, Regression, Smoke, Back-end testing
* Interacted with different teams to understand the requirements in a variety of perspectives and model the design as well as configurations in the application accordingly
* Followed agile methodology and participated in all agile ceremonies
* Prepare Configuration documents for requirements proposed by clients and discuss them with both Developers and Quality Analysts to implement in the existing system
* Prepare requirement documents and process change documents in detail to ensure there is no impact on the existing and new process
* Post development we set up the testing environment of different phases of testing in order i.e., Unit testing, SIT testing and UAT testing after successful completion of each phase
* Review defects raised by end users and solved them by analyzing and resolving the issue either with data fixes or manual workarounds

**Environment**: Altova XML Spy, Ultra Compare, Ulta Edit, Windows 10, GCP Suite, SOAP UI

**Client: Aetna,MN May 2012 – Mar 2013 Role: QA Analyst**

Aetna is a health insurance company based out of CT providing a range of traditional and consumer directed healthcare insurance products and related services including medical, pharmaceutical, dental etc

It is a FORTUNE100 company

As a result of the new strategic partnership with CVS Caremark, Aetna wanted to build a new framework to integrate both Aetna and CVS Caremark Pharmacy adjudicated claims data

**Responsibilities:**

* Reviewed Functional and Design Specification documents. Identified Test Conditions, Ambiguities, Conflicts and Risks
* Analysis of testing requirements and Generation of test plans, models and Specifications
* Involved in Preparing Test Plan, Test Scenarios, Test Conditions and Test Cases based on the functional specifications, Design Documents and Use Cases
* Maintaining UNIX Batch files (. Ksh) and Modifying. Xconf files
* Updating Test Plans, Test Scripts, and Test Results as per the Change Requests given by the client
* Interface to software developers to design test cases, provide feedback, and document test results
* Involved in Backend testing. Created and executed complicated SQL Queries using TOAD for Data Validation
* Involved in Web Services Testing for validating front end results of XML Data with Back End Database information
* Managing and Coordinating with the team as per schedule given by the client
* Involved in writing/Execution of the Automated Test scripts using VB Script (QTP) based on the requirements
* Participated in Bug reporting using Quality center and participated in bug reviews
* Done Browser Compatibility Testing on Netscape, Mozilla Firefox and Safari browsers
* Performed Database Testing of stored procedures and documented the test results and involved in UAT

**Environment**: QTP 9.1, Quality center 9.0, Java, J2EE, Oracle 9i, SQL Server 2000, Windows XP, IBM WMQ

**Training**

* End to End ServiceNow Administrator training (2018)