Line

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**PROFESSIONAL SUMMARY:**

* Over 9 years of exclusive experience in designing, customizing, enhancing, configuring workflows, creating and customizing ACL from scratch, and integrating and supporting ServiceNow suite of products including Incident Management, Problem Management, Change Management, Asset Management, and Service Request Management systems.
* Experienced Senior ServiceNow Developer Extensive expertise in developing and implementing robust ServiceNow solutions, specializing in Continuous Authorization and Monitoring (CAM), Integrated Risk Management (IRM), and ServiceNow Financial Services Operations (FSO) platform.
* Expertise in debugging ACL for ITSM platforms such as Incident Management , Change Management , Problem Management , Knowledge Management , and Service Catalog.
* Proven experience with a wide variety of ITIL tools including BMC Remedy and various ServiceNow modules, CMDB, ITIL tools, and integrations within complex ITSM environments.
* Proficient in creating workflows for Service Catalog items in ServiceNow.
* Integrated TSOM with telecom network monitoring tools to streamline fault and event management, ensuring real-time issue detection and resolution.
* In-depth knowledge of technical implementations of Change Management, Incident Management, Problem Management, Service Catalog, Configuration Management, Reporting, Discovery, and Integrations.
* Working knowledge of knowledge articles, incidents, CMDB, and dictionaries.
* Skilled in creating and maintaining Access Control rules to secure and provide the right access to the appropriate person/role.
* Proficient in debugging and optimizing the performance of Client Scripts, Catalog Client Scripts, UI scripts, and UI Policies.
* Implemented the common service data model(CSDM) framework within the servicenow platform to standardized service modeling in organization.
* Designed and implemented custom telecom-specific workflows within TSOM to streamline incident, problem, and change management processes.
* Demonstrated project management skills and experience working directly with customers and clients, with functional knowledge and implementation experience of IT Service Management (ITSM) frameworks.
* Configured and enhanced the ServiceNow FSO platform, including workflows, applications, scripts, and integrations, to meet specific business needs and
* Experienced in all phases of the Software Development Life Cycle (SDLC), quality management systems, and project life cycle processes.
* Competent in interacting with clients, understanding their requirements, providing sizing, and developing customer-facing portals and applications.
* Good understanding of Helpdesk/Service Desk, Change Management, Asset Management, Change Tasking, and Service Level Agreement processes.
* Specialized experience in configuration activities such as creating roles, profiles, email services, page layouts, workflow alerts, actions, and approval processes.
* Developed and maintained Grafana dashboards for monitoring ServiceNow instance health, providing visibility into performance trends and system utilization.
* Experienced with Integration Hub, including creating and managing both managed and custom spokes.
* Worked on various web services integrations using SOAP and REST.

**EDUCATION:**

* Bachelor of Technology (CSE) from JNTU, Hyderabad in 2012.

**TECHNICAL SKILLS:**

* **Specialties:** ServiceNow (New York, Madrid, London, Kingston, Jakarta, Istanbul, Helsinki, Geneva, etc.), Crystal Reporting. Web Services: SOAP, REST, JSON, XML, WSDL, Scripted web services.
* **ServiceNow Modules**: CAM, IRM, ITSM, HRSD, ITOM, FSO, Service Portal
* **Languages:** C, C++, Java, API, SQL, PL/SQL, XML, HTML, CSS, AJAX.
* **Scripting Languages:** Java Script, Jelly, Angular JS, jQuery
* **Web Technologies:** Tomcat, VBScript, PERL
* **Operating System:** Unix, Linux and Win9x/NT/2K/XP

**PROFESSIONAL EXPERIENCE:**

**ServiceNow Developer Oct 2021 – Present**

**Client: US Bank Corp. TX**

**Responsibilities:**

* Extensive experience in implementing end-to-end **Service Catalog, Incident Management, Change Management, and Release Management** with comprehensive knowledge of Content Management Systems.
* Strong understanding of IT Infrastructure Library **(ITIL)** standards, aiding in the development and customization of IT service management applications.
* Proficient in performing problem management by following enterprise processes for detection, isolation, root cause analysis, and resolution of application system and infrastructure faults.
* Configured automated alerts in Grafana based on ServiceNow data, leading to proactive identification and resolution of potential issues before they impacted users.
* Configured and maintained ServiceNow**CSM** Service Catalog, enabling users to request and track services efficiently.
* Developed ServiceNow **FSO configurations,** including data model setup, Performance Analytics (PA) enablement, and workflow development for Commercial and Servicing Lines for Insurance.
* Skilled in developing UI appearances for Service Catalog requests, including creating, monitoring, modifying, and publishing service catalog workflows with approvals.
* Expertise in designing and implementing business solutions on the ServiceNow **ITSM platform.**
* optimized the configuration management database**(CMDM)**  by aligning it with **CSDM** best practices, resulting in enhanced visibility and control over IT assets and services.
* Proficient in designing, configuring, and customizing new applications and modules, and assisting in troubleshooting patch/release management issues.
* Set up alerts and dashboards in Dynatrace to track key ServiceNow metrics, ensuring that performance and user experience remained optimal.
* Configured and enhanced the ServiceNow**FSO platform**, including**FSO**data model setup, PA enablement, and workflow development.
* Identified and implemented opportunities to optimize performance and improve scalability within the ServiceNow **FSO** platform.
* Configured and customized ServiceNow **FSO modules** to streamline business processes, ensuring alignment with industry standards and client requirements.
* Adept at writing Business Rules, Client Scripts, UI Policies, and UI Actions to customize instances

according to business needs.

Environments: Quebec, Rome, San Diego, Tokyo, Utah, Vancouver release of Servicenow( Service

catalog, Incident management, Change management, Release management, ITIL, CSM, FSO, ITSM,

CSDM) JavaScript, HTML, CSS, REST API’s

**ServiceNow Developer Apr 2020 – Oct 2021**

**Client: UGI Corp. PA**

**Responsibilities:**

* Created service catalogs, including new catalog items, designing workflows, and execution plans.
* Developed UI appearances for Service Catalog requests.
* Created, monitored, modified, and published service catalog workflows with approvals.
* Designed, configured, and customized new applications and modules, assisting in troubleshooting patch/release management issues.
* Built reports, gauges, and home pages.
* Created and used update sets to move customizations between systems.
* Searched, populated, and customized the knowledge base.
* Enhanced **ITSM** processes by leveraging Grafana, Dynatrace, and Splunk integrations, resulting in improved system reliability and user satisfaction.
* improved decision-making by implementing **CSDM**-based analytics that offered a clearer view of service dependencies and impact.
* Configured email notifications and alerts to notify users about specific activities in the system.
* Involved in the design, development, administration, and deployment of ServiceNow.
* Worked on script customization for Service Catalog, email templates, and workflow scripts.
* Worked on **CMDB** and **Asset Management**, creating transform maps for importing CMDB data.
* Demonstrated expertise in working with CMDB, configuring mid servers, and pointing them to various ServiceNow instances.
* Implemented end-to-end **Service Catalog, Incident Management, Change Management, and Release Management** with extensive knowledge of Content Management Systems.
* Wrote Business Rules, Client Scripts, UI Policies, and UI Actions to customize instances according to business needs.

Environment: Orlando, Paris, Quebec release of Servicenow ( service catalog ,ITSM, CSDM, CMDB)

JavaScript, HTML, CSS, Jelly script.

**Servicenow Developer Jan 2018 – Mar 2020**

**Client: Optum, Fort Worth, TX**

**Responsibilities:**

* Proficient in **CMDB,** Service Mapping, Workflow, Flow Designer, and Custom Application Development.
* Improved healthcare service reliability by utilizing **Grafana and Splunk** to proactively monitor ServiceNow data and address potential issues promptly.
* Enhanced user interaction and efficiency in healthcare operations by customizing ServiceNow applications with UI policies, client scripts, and business rules.
* Worked closely with IT, clinical, and administrative teams within healthcare organizations to gather requirements and deliver solutions that enhance operational processes and improve patient outcomes.
* Developed **ITIL**-compliant service management applications for healthcare
* Achieved significant improvements in operational efficiency and service delivery by implementing and customizing end-to-end ServiceNow solutions for Incident Management, Change Management, and Service Catalog within a healthcare setting
* Enhanced patient care services by developing and optimizing IT service management applications aligned with **ITIL** best practices and healthcare regulatory requirements.
* Implemented **CSDM** standards to streamline the Configuration Management Database, leading to enhanced oversight of healthcare IT assets and services.
* Enhanced operational efficiency by successfully integrating ServiceNow with healthcare systems using **REST APIs**, leading to streamlined workflows and improved data exchange.

Environment: London, Madrid, New york, Orlando release of Servicenow (CMDB , ITIL ,CSDM) REST API’s

**ServiceNow Developer Apr 2015 – Dec 2017**

**Client: AT&T Plano, TX**

**Responsibilities:**

* Spearheaded the end-to-end development and administration of ServiceNow solutions for a diverse range of clients, including implementing **ITSM, IT Operations Management (ITOM), IT Asset Management (ITAM).**
* Successfully configured and customized ServiceNow **FSO** modules for accounts receivable, invoicing, and payment gateways, seamlessly integrating them with AT&T's telecom billing systems to optimize service delivery and improve customer experience.
* Utilized **TSOM** to streamline problem and change management processes, ensuring that telecom services remained stable and disruptions were minimized.
* Created and implemented tailored ServiceNow applications to streamline financial processes and telecom billing within the **Financial Services Operations unit.**
* Developed custom **TSOM** dashboards to provide end-to-end oversight of AT&T's telecom network, enabling early detection and swift response to disruptions.
* Created dashboards to monitor key **ITOM** metrics, providing insights into operational efficiency and identifying areas for improvement.
* Developed and maintained Change Management processes to ensure that all changes to IT services are recorded, assessed, approved, and communicated, minimizing disruption to business operations.
* Implemented fault and event management systems within **TSOM**, allowing AT&T to identify and prioritize critical network incidents for efficient resolution.
* Led a team of developers and provided guidance in the design, development, and testing of custom applications and integrations, resulting in improved efficiency and enhanced user experience.
* Collaborated with cross-functional teams to gather and document user requirements, and conducted regular stakeholder meetings to ensure project milestones were met.
* Conducted system audits and performance tuning to optimize ServiceNow instances, resulting in increased system efficiency and reduced response times.
* Provided end-user training and support, assisting in troubleshooting and resolving ServiceNow-related issues to ensure smooth operations and user satisfaction.
* Stayed up-to-date with the latest ServiceNow releases and industry trends, proactively suggesting and implementing improvements to existing processes and functionalities.

Environment: Fuji, Geneva, Helsinki, Istanbul, Jakarta release of Servicenow ( ITSM,ITOM, ITAM, FSO,

TSOM) HTML, CSS, XML.