**SRINIVAS REDDY**

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**SERVICENOW DEVELOPER/ADMIN**

A Resourceful Individual with 8+years of experience in complete software development life cycle, with 6+ years of experience in custom development and application integration into service now from local and enterprise business units to provide automation and faster open to resolution times. Bringing service-now into new era of automate all the things.

**HIGHLIGHTS**

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| --- | --- |
| * Team Management * Design,Development and Optimizationof Configuration Management(CMDB) * Implementation of various ServiceNow Modules * ITIL FrameWork * Custom Application Developement * Development of Work flows and Service Catalogs * Maintenance SSO Integration and creation of ACL * ImportSets, Transform Maps * Business Rules/Script Includes/Client catalog script/Client Script * LDAP Server Management * Excellent written and verbal skills | * Project Portfolio Management * Production support for all ServiceNow related issues * Development and Consumption of WebServices * Integration of ServiceWatch * Implementation Discovery application for populating CMDB * Maintenance Service level agreement * WebDevelopemnt * MicrosoftSCCM * Implementation of ServiceNow ITSM applications * Change Management, Asset Management, Event Management, Risk Management * Presentation and Problem Solving Skills |

**TECHNICAL SKILLS**

|  |  |
| --- | --- |
| **ITSM Tools** | Service Now Berlin/Calgary/Dublin/Eureka/Fuji, Manage Now, ITSM Suite, HP Service Manager, HP Asset Manager, and BMC Remedy. |
| **Languages** | SQL, PL/SQL, XML, Shell Scripting, JavaScript, VBScript, HTML, C, C++. |
| **Database** | Oracle 8.x/9i/10g/11g, SQL Server 2000/2005/2012, MySQL 5.0/4.1, MS Access, DB2. |
| **Operating Systems** | Windows, Unix, Linux. |
| **Tools** | Quest TOAD, OEM, SQL Developer, PL/SQL developer, SQL\*Plus, SQL\*Loader, ER win, MS Office, MS Visio WINSQL, WINSCP, Servlets, JSP, JDBC, Struts, Hibernate, Applets and swing components, ASPX, JDK 1.4, ASP.NET,Xmatters. |
| **Web Development Tools** | HTML, DHTML, CSS, JQuery, XML, DOM. |
| **Version Control Tools** | Tortoise SVN, Microsoft Visual SourceSafe(VSS) |

**PROFESSIONAL EXPERIENCE**

**Client: Frontier Communications, Richardson, TX Jul 2015– Present**

**Role: Service Now Developer/Admin.**

**Responsibilities:**

* Involved in the analysis of end-user requirements and business rules based on given documentation and worked closely with tech leads and Business analysts in understanding the current **Service Now** system.
* Developed solutions in the **service now** platform that are **ITIL V3** compliant and **defined businesssolutions for ITIL users.**
* Designed and implemented new functionality using **UI Policies** and **Data Policy**.
* Worked with business analyst to create and modify **Service Catalogs** and Request Workflow Designs.
* Designing the **Content Management System** for Various system which involved **CSS** and service catalog work.
* Responsible for creating various **workflows** for Incident Management, Change Management, Service Requests and SLA's.
* Has been part of end user **self-service portal** management.
* Configured end to end process for **Knowledge management**, and worked on the **knowledge Centered Support (KCS) plugin.**
* Worked on creating users, roles, groups and load the data to **service-now** objects using import sets on daily, weekly, monthly and on a request basis.
* Configured **LDAP** Server and **LDAP** Listener for updating the user and group table record.
* Responsible for creating **homepages** including basic reporting, gauge configuration, and dashboard presentation.
* Involved in running the daily and weekly jobs to push the data into the application using **Import Sets** and **Transform Maps**.
* Worked on integrations like HP OVO and **xMatters**,Everbridge.
* Intesively worked on **xMatters** Risk Management.
* Generating weekly **reports** and **metrics** for IT management.
* Configured metrics for indicating **KPI** of the Industry in different measure.
* Created many standard **workflows** which are being re-used and propagated.
* Documented business processes, **functional requirements,** and conduct information **flow analysis** and **process modeling** within and across multiple business streams.
* Maintain the integrity of the **service-now** tool across production and non-production environments.
* Provide training on service-now process, operations, and capability to all required teams.
* Involved in **production support** for all the Service-Now related issues.
* Configured Scheduled Data Import for importing data files from remote server location by **SFTP/FTP**.
* Integrated **Microsoft SCCM** with ServiceNow for pulling the entire configuration item into ServiceNow.
* Experience in working in UNIX environment using the commands.
* Pulling **reports** and **scheduling** the reports as per the client requirement.
* Creating database views to pull the reports on variables which are being used by catalog items.
* Configured multiple Catalog Items Front-end web / GUI components using **JavaScript, SOAP, Web services, CSS, HTML5.**

**Environment:ServiceNow Eureka/Dublin, Windows 10, XML, Oracle 11g, Toad, SQL, AJAX, Cloud service, jQuery, UNIX**, **Xmatters.**

**Sistema technologies, San Antonio,TX Apr 2013– Jun 2015**

**Role: Service Now Developer/Admin**

**Responsibilities:**

* Communicating with end users, identifying their difficulties and changing the applications as per their requirements.
* Created various front end forms, and associated **Client Scripts, UI policies**, including advanced customizations that require modification of **UI Pages/Macros**.
* Configured UI Page and UI Macro using the **Jelly** and **JavaScript**.
* Used **AngularJS** as the development framework to build a single-page application.
* Managed end user portal and created dynamic, static block for the **content management system**.
* Implemented best practice of ServiceNow**Scripting**, which enhanced the System performance.
* Designed **Workflows**, along with standard Workflow templates which can be reused.
* Strong knowledge of the **server side scripting** Business rules and Script Includes.
* Implemented ServiceNow**ITSM applications** using ITIL V3 services best practice processes, methods, testing, and training projects for multiple, diverse organizations.
* Orchestrated the efforts of vendors, and internal divisions/departments to internalize new IT Asset Management processes.
* Preparing Implementation Plan for every release in **ServiceNow** and provide Walkthrough to the entire team to execute the steps.
* Planning and coordinating the execution of **Implementation** along with Technical/Business validations post every Maintenance/Major release in ServiceNow.
* Implementation of Software and **Change Management**, ServiceNow Change Management.
* Implemented **Event management** which provides option for configuration and managing events and for integrating with other servicenow features such as **Incident change and task management**.
* Implementation of changes to improve automation and efficiencies in **ServiceNow**.
* Manage **ITIL Processes** monitoring overall **system performance** using the System Performance and **System Diagnostic** dashboards. Integrating ServiceNow with other systems and customization.
* Technical implementation of various **ServiceNow** modules such as **Change Management, Incident Management, Problem Management, Service Catalog, Configuration Management**.
* Managed all **Change Management** Information (ServiceNow). Configured multilevel approval workflow for the change request.
* Implemented **Risk Management** for the Risk evaluation of the change Request associated with the Configuration Item.
* Managing ServiceNow (**Change Management**) **ITILAutomate** and standardize business processes for all Go-Lives. Consolidating all global IT to a single system of record.
* Involved in daily, weekly and monthly meetings with the client on the work progress and discussions on the upcoming work.
* Responsible for Development Team Performance and involved in grooming & mentoring team members on various processes.
* Experience in working in UNIX environment using the commands.
* Did **performance tuning** of the ServiceNow and also worked on System Diagnosis.
* Integrated **Microsoft Translator** with **ServiceNow** for translating the different string.

**Environment: ServiceNow Berlin/Calgary, Windows10, Oracle 11g, WINSCP, SQL\*Plus, JavaScript, Unix, Linux,AngularJS.**

**Client: Toyota Financial Services, CA Aug 2012 – Mar 2013**

**Role: Service Now Developer**

**Responsibilities:**

* Configure **SAML2.0 (Single Sign On) Integration setup for the new service now instances**.
* Configure the **LDAP Integration** by integrating **Active Directory** to Service Now.
* Configure Altars application to bring asset related data into Service Now by using **SOAP calls** and **API’s.**
* **Develop custom applications** of IT Service Management components Incident, Change and Problem managements in Service Now as per the technical design document.
* **Develop Service Catalogs** for Business and IT Services like Data Quality, Supplier, Data Governance, Communication and Collaboration, Finance, Security and Access, Business Processes like Promo Codes and etc.
* **Worked on the internal portal** for accessing all the business services by using **Service Now Content Management Application.**
* Configure Mid Servers on local Windows servers for Service now Integrations and Discovery Application.
* Individually **implemented Discovery Application for populating CMDB**.
* Migrate the update sets to Production and handle Release Management activities.
* Implement and optimize **CMDB** (Configuration Management Database)in Service now**.**
* Act as a **Primary support** contact for the Service-Now tool.
* Service Catalog and Request Workflow Design and Configuration.
* Created various **workflows for Incident Management**, Change Management, Service Requests and SLA's.
* The service we also provide to clients is **a semi-managed service for administering their Service desks** that have been implemented. This includes various administration tasks within Service desk software.
* **Created Buttons** and **context menus** both on form and lists using UI actions.
* Worked with **windows team, network team** and **Asset team** in order to check for the data collected through discovery is accurate.
* Created new **Business Rules/Script Includes/Client catalog script/Client Script.**
* Configured chat functionality for Service Desk ticketing queue.
* Created transform maps for **importing CMDB data.**
* Written script includes and invoked them in business rules and client scripts.
* **Imported many ci’s** using import set tables.
* Imported **Active Directory** to Service now **using data sources**.
* Created data sources and loaded the Service-Now tables with different data formats.
* Created transform maps both automatic field mapping and scripting.
* Also worked on **Asset Management** andloaded the data into it.

**Environment: Calgary and Eureka, JavaScript, JSON, jQuery, Web services, SOAP, XML, HTML, Iframes, AJAX, Integrations, ITIL V3, SCRUM.**

**Client:NetApp, Sunnyvale, CAMay 2011– June 2012**

**Role: Service Now Consultant**

**Responsibilities:**

* Development of ServiceNow applications, including modification to existing ITSM modules designing workflows and developing catalog forms.
* Implement Service-Now customization including, but not limited to, Client Scripts, UI policies, UI Actions, Script Includes, Business Rules, workflow administration, report setup, and data imports and exports.
* Assist in the definition of business requirements and provide definitions and updates of system design documentation.
* ServiceNow application development; including creation and configuration of Service Catalogs, Email Notifications, Data imports and exports and Reports.
* Experienced in the analysis, development and automation of various ITSM processes including Incident Management, Change Management, Asset Management, Service Request, Configuration Management including setup and configuration of MID Server and Configuration Item Discovery.
* Collaborated with application and infrastructure teams to provide architectural and technical guidance and oversight for ServiceNow solution implementation and customization.
* Acted as technical advisor for ServiceNow architecture, integration, compatibility and customization, including design development and system implementation.
* Translated business needs into technical architecture requirements for ServiceNow implementation and customization. Worked with necessary technical resources to design and document best practice solutions ensuring predictability, reliability and quality for new ServiceNow solutions.
* Provided expert guidance during the project life cycle, serving as ServiceNow subject matter expert (SME).
* Developed and oversaw testing strategies to ensure rigorous testing and validation of ServiceNow implementation prior to production.
* Experience in UI customizations, importing/exporting bulk data, integrations with third party software, implementation of ServiceNow contextual security features and extensive use of the ServiceNow API and JavaScript.
* Involved in the ServiceNow Discovery and CMDB maintenance.
* Worked on identifying the users, groups, categories and following the ITIL standards while designing these solutions.
* Users are populated into the system using LDAP integration and worked closely with Service-Now team and Infrastructure team to facilitate this integration.
* Implemented CMDB for the mission critical applications.
* Implementing and Integrating web services with the existing systems.

**Environment: Service Now, Asset Management, Incident Management, Problem Management, Fire eye, HTML, Java script, CSS, CMDB.**

**Client:Sunlife Financial, Wellesely, MASep 2009– April 2011**

**Role: Service Now Consultant**

**Responsibilities:**

* Responsible for core Admin activities - Assigning Role, Adding users to groups, setting access control, running periodic reports, SLAs, System Properties.
* Resolving Incidents (if it is technical), problems, request items.
* Working on code migration between different instances as per the change control - Update set move.
* Writing Code for new implementation as well as fixing issues across the modules - Business rule, Script Include, Client Script, UI Policies, UI Actions.
* Working on workflows for various modules - Incident, Request Items and Change.
* Working on Inbound and Outbound email (through BR and Workflow) notifications - Email template, Event and Notifications.
* Working on different tables creation, handling fields, data loads (Import set, transform map, transform map script for LDAP Import)
* Worked on LMS (Repository for training materials) integration to Service Now through SOAP UI.
* Involved in executing ADMIN related scripts for UNIT and Regression Testing through quality Center.

**Environment: Servicenow, ITIL, JavaScript, JellyBeans, Web Services, XML, DHTML, JQuery, JSON**

**ByteAlpha Solutions, Hyderabad, India**

**Client: KU Medical Center, Kansas City, KSMay 2008 – Aug 2009**

**Role:Front End Web Developer**

**Responsibilities:**

* Developed the **UI layout** and front-end programming (**HTML**) for web application that matched requirements.
* Coordinated project activities and ensure that all project phases are followed and documented properly.
* Extensively involved design discussions and user experience sessions to provide inputs on the layout and **UX**.
* Designed the front-end applications, user interactive (UI) web pages using web technologies like **HTML, XHTML**, and **CSS**.
* Developed GUI using JavaScript, HTML, **DOM**, **XHTML**, **AJAX**, CSS3 and **jQuery** Mobile in on-going projects.
* Used JQuery for creating various widgets, data manipulation, data traversing, form validations, create the content on the fly depend on the user request, implementing Ajax features for the application.
* Improved user experience by designing and creating new web components and features
* Involved in complete **SDLC** – Requirement Analysis, Development, System and Integration Testing.
* Followed **MVC** Structure to develop Application.
* Widely used optimization techniques in existing code.
* Handling cross browser/platform compatibility issues (IE, Firefox, and Safari) on both Windows and Mac.
* **Tested/De-bugged** on browser using Firebug.

**Environment: CSS3, XML, HTML5/DHTML, CSS3, JavaScript, Tomcat Apache JQuery, JSP, AJAX, SVN**

**ByteAlpha Solutions, Hyderabad, India**

**Client:BPN Paribas, NY**  **Aug 2007 – Apr 2008**

**Role: UI Developer**

**Responsibilities:**

* Built pages from mock-ups using JavaScript, Jquery, CSS, and HTML.
* The experience of working with CSS Background, CSS Layouts, CSS positioning, CSS text, CSS border, CSS margin, CSS padding, CSS table, Pseudo-classes, Pseudo-elements and CSS behavior’s in CSS.
* Ability to rapidly prototype interface designs in hand-coded validating, standards-compliant, and semantically rich code and be aware of cross-browser compatibility and bugs.
* Thorough understanding of the differences and bugs in various browsers and browser versions.
* Understanding of application development lifecycle methodologies.
* Knowledge of human factors and usability, best practices for interface design.
* Strong communication, analytical and interpersonal skills working within cross-functional teams.
* Deep understanding of JavaScript and the Query framework.
* Discussing the business requirements with clients and documenting them into process requests.
* Built forms from scratch along with advanced customizations at the level of UIMacros/UI page as per the complex requirements.
* Developed front-end UI pages and necessary backend classes to support data access and user authorization.
* Created both client and server side validations using jQuery.
* Helped business and testing team in testing and UAT phases.
* Used Tortoise SVN for version controller.
* Created a lot of clients scripts/UI policies also with a lot of high-level customizations like attaching custom events and DOM-injection with Jquery and Prototype.
* Created many scripts which include Business rules (server side code) and also modified OOB.

**Environment: Client Script, Data load, CSS, Jquery, JavaScript, Security, Table, and User Administration.**

EDUCATIONAL BACKGROUND

Bachelors of Technology, **Jawaharlal Nehru Technological University, India**