**[Servicenow Developer](https://www.postjobfree.com/resume/ad0xu7/servicenow-developer-jacksonville-fl)**

**Location:**Jacksonville, FL

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**Resume:**

? SaiLekha

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Ph: (904)-250-2410

Professional Summary:

? Qualified IT professional with over 8+ years of Experience in Information Technology, including 6+ years of experience in ServiceNow platform as a Developer, Administrator, and an Analyst.

? Experience working on SaaS (Software as a Service) based tools (ServiceNow), with focus on implementing ITIL processes.

? Experienced IT professional with implementing and optimizing ServiceNow modules, including IT Service Management (ITSM), IT Operations Management (ITOM), and Human Resources Service Delivery (HRSD) modules working directly with Customers & Clients.

? Proper knowledge of the technical implementation of Incident Management, Change Management, Problem Management, Service Catalog, Knowledge, CMDB, and Integrations.

? Working knowledge of the Reporting Module, created various Reports & Dashboards.

? Experience in using Client Scripts, Business Rules, Script Includes, UI scripts, UI Macros & UI Policies.

? Worked on Scheduled jobs, Email Notifications, Events, and triggers to manage business needs.

? Working Knowledge of ITOM suite offerings such as Orchestration, Event Management, Discovery & CMDB.

? Experience with Integration Hub and extensively used Flow designer to leverage spokes.

? Utilized Orchestration to extend workflows to interact with systems and applications outside the ServiceNow instance and automated the process.

? Support and enhance existing Customer Portals using ServiceNow CMS functionality including UI Macros, custom Script Includes and roles.

? Experience with Legal Service Management module that involves Legal Contracts submissions.

? Performed Integrations such as LDAP, Active Directory, MS Teams and Azure VM provisioning.

? Expertise in Exporting and Importing data using Data Sources, Transform Maps in ServiceNow.

? Hands-on experience on front end web applications development experience using JavaScript, Ajax, HTML5, CSS.

? Extensively used Service Catalog application to create Catalog items & Record Producers.

? Experience in creating inbound emails actions, schedule jobs & numerous update sets.

? Configure mid servers for Active directory and LDAP automations.

? Experience with Performance Analytics in configuring Knowledge Management Dashboard.

? Thorough experience with User Administration such as user access, roles, groups, and profiles.

? Experience with Service Level Agreement (SLA) management & configured SLAs for workflows.

? Implemented UAT activities in coordination with business units.

? Experience with version Upgrades including scheduling Cloning & migration of data within the instances.

? Worked on Table API to perform CRUD operations on existing tables.

? Knowledge in creating and maintaining Access Control rules(ACL) for securing & providing access accurately.

? Successfully configured and customized the ServiceNow HRSD module to match the organization's HR workflows, improving efficiency and user experience.

? Collaborated with HR and IT teams to design and implement end-to-end HR processes, including employee on boarding, off boarding and transfers, promotions, and benefits administration.

? Experience in various Web Services Integrations using SOAP and REST.

? Involved in production support for major deployments, conducted Dry runs & performed smoke tests in sub production instances to ensure defect free release.

? Experienced in all phases of Software Development Life Cycle (SDLC), quality management systems and project life cycle processes.

TECHNICAL SKILLS:

ITSM Tools

ServiceNow, ITSM Suite, HP Service Manager, HP Asset Manager, BMC Dashboards

Modules

ITSM,ITOM,HRSD Modules

Programming Languages

Java, C, HTML, XML, JavaScript, SQL

Scripting Libraries

jQuery, JavaScript, Apache Jelly

Databases

SQL Server 2012, MySQL, Oracle 11g

Web Technologies

HTML 5, CSS, ASP.NET, Web Services, REST Web API

Application Servers and OS

IIS 6, Apache Tomcat, WebLogic

Operating Systems

Windows, Unix, Solaris

CERTIFICATION:

? ServiceNow Certified System Administrator

EDUCATION:

? Bachelors in Computer Science, JNTU.

PROFESSIONAL EXPERIENCE:

Crowley, Jacksonville, FL Nov 2020 - Present

Position: ServiceNow Developer

? Implementation, Customization and Maintenance of ITIL modules such as Incident, Change, Problem, Knowledge, Service Catalog and Reporting.

? Performed an end-to-end ServiceNow Password Reset AD Orchestration by integrating Active Directory with ServiceNow via out of the box Password Reset application & Flow Designer.

? Configured MID Servers to establish a seamless connection with the Active Directory for password reset automation.

? Customized the User Enrollment capability within the service portal to leverage the enrollment feature across the company for User Authentication.

? Performed Azure VM Provision Portal (Stratus) Integration to create server CI records in CMDB and submit related access requests using REST APIs.

? Loaded Configuration Items (CIs) from Excel, CSV files into?ServiceNow?using Import sets and Transform Maps. Created CI relationships & suggested CI Relationships.

? Administered access permissions of all CIs across various CI classes based on data ownership.

? Developed Import Sets to import data from different Sources. Created Transform maps to map values between Import Set and ServiceNow tables.

? Used Integration Hub to perform MS Teams-ServiceNow integration to invoke Incidents into Teams Channel.

? Provided support for the Contract Review System (CRS), a custom app created to handle Legal Module & Legal requests with its own portal, catalog & workflow.

? Involved in POC meetings with HR SME's and Project Managers in implementation of Human Resources module.

? Configured and customized the ServiceNow HRSD module to align with the organization's specific HR requirements.

? Developed and maintained HR service catalog items, case management workflows, and HR service portals.

? Designed and implemented self-service options to empower employees in their HR transactions.

? Utilized HRSD data to generate reports and dashboards, providing insights for HR decision-making and compliance.

? Performed release/version Upgrades including scheduling Cloning & migration of data from within instances.

? Created Service Catalogs, including new Catalog items, Record Producers, designing Workflows and developed UI. Appearance for various Service Catalog Requests.

? Used Performance Analytics in configuring Knowledge Management Dashboard.

? Created Database Views to pull Reports on variables that are used by catalog items.

? Extensively used JavaScript to write business rules, client scripting, UI actions, & UI Pages customization.

? Built various Notifications, Scheduled Jobs & Events as per requirements within a project.

? Worked on a Remediation Project that involved various Bug Fixes in Catalog Client scripts related to DOM Manipulation, synchronous AJAX, get Control&Glide Record to render for Service Portal as per business needs.

? Documented UAT test scenarios, test cases and test scripts. Trained the Service Desk team and organized meetings to review testing in UAT & handling Password Resets.

? Involved in production support, coordinated with the Offshore team, and monitored work daily.

Environment ServiceNow Tokyo, San Diego, Paris, Orlando, New York & Kingston, Release Management, Project Management, MS Teams, HR, Active Directory, Flow Designer, JavaScript, HTML, CMDB, Client Scripts, VTB, UI policies, Workflows, ITIL, SCRUM.

Client: Bank of America, Charlotte, NC June 2017 ? OCT 2020

Position: ServiceNow Developer

Responsibilities:

? Involved in gathering the requirements from the Business Team and creation of technical, functional specification documents.

? Implementation, Customization and Maintenance of ITIL modules such as Incident, Change, Problem, Knowledge, Service Catalog, in Service-Now.

? Worked on loading the data into Service-Now using import sets.

? Extensively worked on the Implementation, Configuration and maintenance of Business Rules, Client Scripts and UI Policies

? Designed and maintained Access Control Lists (ACLs) to manage permissions and data security, ensuring that the right individuals had appropriate access.

? Integration of ServiceNow with Oracle SOA Webservices, Dynatrace.

? Involved in creating and configuring the SLAs as per the requirement.

? Designed User Interface for Catalog Design and worked Catalog Designer.

? Imported data from various data sources (FILE, JDBC) using import sets and transform maps.

? Communicated with external web services using SOAP Messages and REST.

? Imported Configuration Items (CI) from third party applications using import set tables.

? Involved in migration between various Service-Now instances using Update Sets.

? Loaded assets into SNOW from third party system using Web Services and Import Sets.

? Involved in customizing the forms for the Incident, Change and Problem Management ITIL processes.

? Setup MID Server used by DISCOVERY and troubleshooting problems with the tool configurations.

? Development of Service catalog - catalog items, designing workflows and execution plans.

? Excellent knowledge on code migration between various Service-Now environments using Update Sets

? Involved in reconciliation of complicated workflows to simpler form.

? Configured multiple Catalog Items Front-end web/ GUI components using JavaScript, CSS3and HTML5.

? Configured multiple forms for Asset module using Configuration Management Database.

? Resolving typical Users access and roles issues by checking Active Directoryandusers table.

? 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.

? Writing Catalog client scripts and UI policies to make client-side changes.

? Creating the UI pages to use them in catalog items using the UI Scripts

? Creating Knowledge articles to document the steps in creating the catalog items.

? Working on different kinds of variables and variable sets.

? Working on order guides, to arrange them in sequential order to make the user comfortable while raising a request.

? Responsible for the acceptance, identification, storage and withdrawal of all supported CIs.

? Responsible for ensuring that all the CIs are registered and these records are correct and up to date.

? Proficient in ServiceNow administration, including user management, access control, and system maintenance to support HR processes.

? Implemented automation to streamline routine HR tasks, reducing manual effort and increasing employee satisfaction.

? Designed and delivered training sessions for HR and IT staff on HRSD best practices and system usage.

? Ensure that HR processes and data are compliant with legal and security requirements, including data privacy regulations (e.g., GDPR) and industry standards.

Environment: ServiceNow Fuji/Helsinki, Windows10, Oracle 11g, WINSCP, SQL\*Plus, JavaScript, UNIX, Linux.

Zebra Technologies, Lincolnshire IL April 2015 ? May 2017

Position:ServiceNow Developer/Analyst

? Implementation, Customization and Maintenance of ITIL modules such as Service Catalog, Incident, Knowledge and Reporting in ServiceNow.

? Worked with Access Request Center process team to understand process requirements of migrating from Remedy to ServiceNow and translate the requirements into technical specifications for implementation.

? Organized meetings with SME?s and Project Managers to analyze the requirements & develop workflow designs.

? Created stories using ServiceNow SDLC Methodology.

? Built the Catalog Items using Catalog Identity Manager, Record Producers and Order Guides in the Service Catalog.

? Created Workflows involving multiple approvers & conditions to implement Catalog items.

? Performed bidirectional integration with IBM Tivoli Netcool monitoring tool using Web Services API (SOAP) to auto create Incident event alerts.

? Used Discovery to update & insert network related information on a regular basis.

? Managed data within Configuration Management Database (CMDB), Import sets & Update sets.

? Performed Service Portal development using CMS that includes Jelly Scripting, UI Macros.

? Worked on UI policies, Client Scripts and Ajax scripts to meet the requirements.

? Created Knowledge articles and developed Reports as per requirements from management.

? Documented UAT test scenarios, test cases and test scripts. Also, trained the Service Desk team and organized meetings to review content and testing efforts for testing in UAT.

Environment ServiceNow Istanbul, Service Catalog, ServiceNow SDLC, Java Script, SOAP, Discovery, HTML, UI Macros, Client Scripts, UI policies, Workflows, ITIL.

TCS, Hyderabad, India Aug 2013 ? Mar 2015

Position:ServiceNow Administrator

? Administered & maintained core modules of ServiceNow like Incident, Change, Service catalog & Knowledge.

? Created various front-end forms, and associated Client Scripts, UI policies, including advanced customizations that require modification of UI Pages/Macros.

? Worked on LDAP integration to update the users and groups.

? Strong knowledge of the server-side scripting Business rules and Script Includes.

? Development of Service catalog which includes catalog items, designing workflows and execution plans.

? Developed On-Boarding and Off-Boarding service catalog and automated the process of removing access for all the applications the user was given access to.

? Communicated with third party applications and external web services using REST.

? Designed Workflows, along with standard Workflow templates which can be reused.

? Worked on Glide Ajax and Glide Records for scripting and UI actions.

? Worked on Email Notification, Reports and Database views.

? Organized meetings to review content and testing efforts for testing in UAT for quarterly releases.

Environment ServiceNow Fuji, JavaScript, jQuery, JSON, CMDB, Web services, REST, SQL, XML, HTML, AJAX, Shell scripting, Integrations, Cloud services, ITIL, SCRUM.