**HARI PRASAD**

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**PROFESSIONAL SUMMARY:**

* A Qualified IT Professional with **8+ years** of experience as a **Service-Now suite Developer.**
  + - * Direct hands on experience on various IT Services of Service-Now tool like **Service Catalog Requests, Asset Management, Configuration Management, Service-Now Administration, Incident and Problem Management, Knowledge Management, Reporting, Integration with Web Services, Facilities Management and Asset Management.**
      * Experience in designing, development and implementation of Service Now Platform
* Good understanding of **Helpdesk / Service Desk**, Change Management, Asset Management, Change Tasking, Service Level Agreement processes.
* Experience in designing, development and implementation of Service Now Platform.
* Extensive knowledge of Remedy workflow such as Request Forms, **Active Links, Filters, Active Link and Filter Guides** and **Escalations.**
  + - * Have good experience in Service-Now tool like **Service Catalog Requests, Asset Management, Configuration Management, Service-Now Administration, Incident** and **Problem Management, Knowledge Management, Reporting, Integration** with Web Services**.**
      * SLA, Service catalog, Field Service, Activity, Category, subcategory conditions based on --UI Actions, Data policy, work notes
* Customized **Incident**, **Problem Management** and Change Management modules based on user requirements.
* Hands on experience in **web development** using **HTML, JavaScript, CSS** and application development using **Java/J2EE, JSP.**
  + - * Experienced in **Service Oriented Architecture (SOA)** and publishing **Web Services** that include several components like **WSDL, SOAP, UDDI, Axis** and **JAX-WS**.
      * Worked on integration using SOAP / WSDL.
      * Participated in workshops with ServiceNow partner teams to help companies implement Service Now using best practices in ITSM.
      * Hands on exposure to multiple Application Servers like **JBoss**, **IBM WebSphere** Server and **BEA Weblogic**.
      * Experience in Implementing ServiceNow Discovery and CMDB and integrating it with Change management.
      * Hands on experience in web development using HTML, JavaScript and CSS
      * Configuration Development and development of Requirement Integration components (SSO, LDAP).
      * Development experience adhering with SDLC processes.
      * Excellent problem solving and multitasking skills.

**TECHNICAL SKILLS:**

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| **ITIL** |  | ITSM, ITIL, Service Now, CMS, SCR, SAM, and LDAP. |
| **Programming Languages** |  | C, C++, Java, SQL, PL/SQL. |
| **Java** |  | JDK 1.6, Collections, Multithreading, Networking, Generics, Exception Handling, Files and Streams, JDBC. |
| **Software Methodologies** |  | SDLC, Waterfall, Agile, XP, Scrum. |
| **Databases** |  | Oracle 10g, MySQL. |
| **Database Tools** |  | SQL Client, TOAD, SQL Developer. |
| **Web/Application Servers** |  | IBM Web Sphere 6.x, Web Logic 10, Apache Tomcat. |

**PROFESSIONAL EXPERIENCE**

**GAP INC San Francisco Feb 2014 – Till Date**

**Service Now Analyst/Developer**

**Description:** As a Service Now Developer, I am responsible for creating User Stories and updating the Product Backlog for release level requirements on the Service Now. Involved in the implementation of the ServiceNow modules such as Asset Management, Incident Management and Problem Management**.**

**Roles & Responsibilities:**

* Developed custom probes and sensors to populate **CMDB** with pertinent asset data via **JavaScript, Perl** and PowerShell.
* Hands on experience **in Service Catalog** and **Request Workflow Design and Configuration**.
* Strong experience in creating various workflows for **Incident Management, Change Management, Service Requests and SLA's**.
* Extensively **Implemented ServiceNow process of implementation for Incident Management, Problem Management, Change Management, Asset Management, Service Request Management (Service-Catalog).**
* Working as a Developer to incorporate the requirements in the **ServiceNow tool** in an optimal way.
* Participate in the full SDLC Requirements gathering, analysis, design and coding, testing, training and operational support.
* Responsible in developing Business Rules and Client Scripts based on the requirements.
* Software configuration/ customization including UI customization, workflow administration, data imports, custom scripting, implementing new functionality, homepage customization.
* Working on the **Systems Requirement Specification (SRS)** including problem analysis and system definition models.
* Defined the functional needs for our **ITSM system**, ServiceNow, and architected the specific implementation.
* Assisted in **Release Management** during product and patch releases and **managed documents** and verified the changes.
* Analyzed various problems and created new solutions and new techniques.
* Checked change management document and verify the changes.
* Implementing **ServiceNow Discovery** and **CMDB** and integrating it with Change management.
* Assist clients address business needs through the application of the ServiceNow platform in support of **ITIL best practices**.
* Preparing Implementation Plan for every release in ServiceNow and provide Walkthrough to the entire team to execute the steps.
* Involved in **operation, requirements identification** and **documentation, preliminary** and **detailed system definition,** system design reviews.
* Involved in **MID Servers** for granted access to the **SNMP devices** by the **ACL**.
* Budget management for all **ITSM, Service desk** and **QA departments**.
* Writing Catalog client scripts and UI policies to make client side changes.
* Creating the UI pages to use them in catalog items, Implemented using UI scripts.
* Creating Knowledge articles to document the steps in creating the catalog items.
* Working on different kinds of variables and variable sets.

**Environment:** ServiceNow, ITIL, ITSM, HTML, JavaScript, PowerShell, SNMP.

**SysitNetworks Jun 2013 – Jan 2014**

**Sr. ServiceNow Developer**

Description: The project involved design and configuration of Service Level Agreements and Operational Level Agreements in ServiceNow tool for both Internal and External service providers. The responsibility also involved implementing, documenting and Maintaining Service Now environment on a daily basis.

* Implemented, documented and maintained the **Service-Now platform** to meet specific business needs to support **ITIL** and business processes.
* Participate in the full SDLC Requirements Gathering, Analysis, design, coding, testing, training and operational support.
* Implement the Incident Management, Problem Management, Knowledge Management, User Administration, Configuration and Asset Management along with Reporting module.
* Software configuration/ customization including UI customization, workflow administration, data imports, custom scripting, third­party software integrations, implementing new functionality, homepage customization.
* Created notifications based on user requirements and also configured inbound email actions to create incidents or requests.
* Created schedules, reports and monitor performance of Service-Now.
* Worked on Various Web Services Integrations using SOAP and REST.
* Refract existing project to make it more RESTful and thread-safe.
* Worked on integration using SOAP / WSDL / RESTFUL.
* Utilized **Java Scripting** to deliver solutions that **automate** and **audit business processes** using **UI Policy, Client Script, UI Action** and Business Rules.
* Implemented Demand and Project management and **Customized workflows** for approvals and **associated tasks**.
* Created dashboards for managers and executives.
* Have much experience on the **queue management** of requests and Incidents and on time resolution of the issues reported.
* Assisting in **troubleshooting patch / release management issues.**
* **Streamlined SaaS type of outages** in the workflow, by adding SaaS field in Configuration item.
* Enabled infrastructure requests like **application access, network directory access, URL access requests**, and server reboot in service catalog.
* Very good understanding of **SDLC process for new development** and to log a defect.
* **Configured Service Level Agreements** to define certain levels of service from **both internal and external providers**.

**Environment:** ServiceNow, ITIL, ITSM, HTML, JavaScript, PowerShell, SNMP.

**Visa Inc UK Apr 2009 – Jun 2013**

**ServiceNow and Remedy Administrator**

**Responsibilities:**

* Worked on **End to End implementation of Discovery**.
* Maintained the Configuration Items and modified the forms and form Sections.
* Worked on Configuring the IP Addresses to help find out the un discovered CI's into **CMDB**.
* Integrated Service-Now with a third party to store all the credentials to avoid breaching up of credentials.
* Wrote Classifiers and identifiers to direct the discovery tool to gather the information of the configuration items with no error.
* Wrote business rules to avoid empty configuration items to be stored in **CMDB after discovery tool runs a scheduled job.**
* Worked on Agile method environment and implemented the changes required by the business owners on a regular basis.
* Supported the team with improvising the Discovery tool and the configuring the CI's.
* Created Dash boards on requirement.
* Reported inconsistency of form fields and **maintenance of CMDB CI's**.
* Worked on UI Macros to create pages as templates on requirement from the stake holders
* Orchestration combines the **ServiceNow graphical workflow** with the MID Server to run Orchestration- specific workflow activities
* Configured multiple forms for Asset module using Configuration Management Database. .
* Communicating with various parties for resolving issues and implementing new solutions.
* Maintain LDAP integration and user configurations
* Maintain Single Sign ­On integration.
* Maintain the integrity of the Service-Now tool across production and non-production environments.
* Create new service catalog requests and items with variables Worked on CMDB to populate the configuration items, defined the CI relations
* Configure and maintain Forms, Lists, Views, **UI Policy, UI Scripts, UI Actions, View Rules**, Welcome **Page Content, Map Pages** and other UI elements for ServiceNow module
* Setup MID Server used by DISCOVERY and troubleshooting problems with the tool configurations.
* Maintain integrity of the multiple instances of Service­Now
* Maintain the integrity of the Service­Now tool across production and nonproduction environments.
* Create and use update sets to move customizations between systems.

**Scalar Soft Pvt LTD Apr 2008 – Apr 2009**

**ServiceNow and Remedy Administrator**

**Roles & Responsibilities:**

* Provided **operational support of existing BMC Remedy Action Request System applications,** including **development** and **implementation of minor application customizations**.
* Built different kinds of **Ambulatory & Hospital Billing reports** like **Flow sheets** **Summary, Encounters** with **Medication list**, Procedure orders by provider, Medication orders by provider.
* User requirement definitions determine field locations INI # through Data dictionary and record viewer and obtain sign off from user.
* Good in Creating and **Customizing Business Rules**, **Client Scripts, Script Includes, UI Policies, UI Actions.**
* Converting user requirements from rhetoric statements to mathematical expression and **build technical specification documents**.
* Recommend alterations of build process for reliable data. E.g. move some **flow sheet data to discrete data element**.
* Created and managed application reports using **Reporting Workbench**.
* Interacted with **BMC** and **internal teams** to help **solved critical issues**.
* **Configuration Remedy ITSM, Asset Management, and SLA Management.**
* Working with Discovery tools to discover and **Import Configuration items into Remedy CMDB**.
* Asset management activities like **CI management, catalog management, creation** and **maintenance of Contracts** and **Software Licenses**.
* Raising Purchase requisitions and working with **procurement teams**.
* Documented all business processes and functionality being provided by the **BMC Remedy solution,** so that a like solution could be provided by the **outsourced information technology service provider** chosen by the company.

**Environment:** ServiceNow, ITIL, ITSM, HTML, JavaScript, PL SQL, UNIX.