**Pradeep Gunda**

**Visa : OPT**  Relocation : Yes (across US )

**PROFESSIONAL SUMMARY**

**ServiceNow Developer** with **Over 6 years** of expertise in **ITSM, ITOM, ITAM, CSM, CMDB, Discovery, Service Catalog, Service Portal,** and **Flow Designer**. I am skilled in **Workflow** configurations, **Custom Application Development**, and **Integrations**. Proven ability to enhance efficiency and streamline processes in **Agile developments**. Experienced in all phases of the **SDLC**, including Requirement Analysis, Implementation, Maintenance, and extensive experience with **Agilemethodology**.

**TRAINING AND CERTIFICATION**

* ServiceNow Certified System Administrator
* ServiceNow Certified Application Developer
* Micro-Certification - Flow Designer
* Micro-Certification - Automated Test Framework
* ServiceNow Integration Hub Certification
* Micro-Certification - Welcome to ServiceNow

**SKILLS**

* ServiceNow Modules ITSM, CSM, ITAM, ITOM, Service Portal, Web Services, CMDB, Service Catalog, ATF
* Languages Java, J2ee SQL, PL/SQL
* Scripting Languages JavaScript, Jelly Script, HTML, CSS, AJAX, XML, JSON, MySQL, jQuery, Angular JS, Python
* Software Methodologies Agile/Scrum, Waterfall

**RELEVANT EXPERIENCE**

**Sr. ServiceNow Developer Jul 2024- To Present**

**Client: Elevance Health, Texas**

**Responsibilities:**

* Configured **Incident**, **Problem**, and **Change Management** modules in alignment with **ITIL** practices, automating categorization and assignment of incidents through **Business Rules** and **Script Includes**.
* Designed complex **Workflows** with dynamic approval scripting for **Service Catalog** items, automating multi-level approvals to comply with organizational policies.
* Managed **DISCOVERY** setups, **Mid-server connections**, and ensured accurate **CMDB** and asset management data.
* Configured Discovery **Probes** and **Sensors** to populate and update **CMDB data**, resolving data duplication using identification and **Reconciliationrules**.
* **Created Dashboards** to monitor **CI relationships** and unauthorized changes, improving asset tracking and governance.
* Automated IT asset discovery and service mapping using **Discovery** and **Service Mapping** modules.
* Created and implemented **Orchestration workflows** to automate tasks such as **provisioning** and **patching**.
* Developed and configured **SLA policies** to ensure compliance with customer commitments and integrated them with external **CRM systems** for seamless customer record synchronization.
* Configured **Performance Analytics** to track KPIs like **SLA compliance**, **Resolution time**, and **backlog trends**, delivering actionable insights through **Custom Dashboards** for Incident, Problem, and Change Management.
* Implemented **Glide Record** queries for optimized data retrieval and developed **GlideAjax Scripts** for efficient client-server communication, improving form interactions.
* Secured **API endpoints** using **OAuth** and **Basic Authentication**, ensuring data integrity and secure transactions.
* Developed reusable **Script Includes** and **Script Actions** to encapsulate business logic, ensuring consistency and reducing redundancy across multiple ServiceNow modules.
* Troubleshot and resolved issues by analyzing logs, debugging scripts, and collaborating with stakeholders to identify root causes and implement effective solutions, minimizing system downtime.
* Created complex **Order Guides** and configured **Variable Sets** to simplify multi-item requests, improving user interaction.
* Developed dynamic form fields using **Catalog Client Scripts** and **Catalog UI Policies** to customize the user experience.
* Defined **SLA conditions**, retroactive start rules, and escalation workflows to manage breached SLAs effectively.
* Automated notifications to stakeholders for **SLA violations**, ensuring proactive issue resolution.
* Managed large-scale data imports using **Data Sources** and **Transform Maps**, applying scripts for data normalization during imports.
* Designed **ServiceNow Custom Tables**, **Flow Designers**, and **Workflows** to address unique business requirements.
* Created robust **Script Includes**, **Business Rules**, and **UI Actions** to extend platform capabilities while ensuring maintainable solutions. Developed custom **CMDB Health Dashboards** for visual monitoring of CI relationships, discovery status, and data quality in alignment with **CMDB** health rules.
* Integrated **Discovery** with **ServiceNow ITSM** to create incident tickets automatically based on discovered CIs and related events.
* Led the design and customization of **Incident** and **Problem Management dashboards**, providing insights into **SLA adherence**, **response times**, and **resolution metrics**.
* Configured and optimized **Email Notifications** and **Inbound Email Actions** to streamline communication for Incident, Change, and Problem Management processes.
* Facilitated **Root Cause Analysis (RCA)** for critical incidents and problems, minimizing recurrence and reducing downtime.
* Designed and maintained the **CMDB** to ensure accurate representation of **Configuration Items (CIs)** and their relationships.
* Developed and optimized flows using Flow Designer to automate multi-step processes, integrating with various ServiceNow modules.

**Information Services Group (ISG), Bangalore, India Apr 2021- Dec 2022**

**Sr. ServiceNow Developer/ Senior Analyst**

**Responsibilities:**

* Developed and customized core **ITSM** modules, including **Incident**, **Problem**, **Change**, **Request**, **Service Catalog**, **Knowledge Management**, **CMDB**, and **SLA Management**.
* Integrated Flow Designer with external tools like Jira and GitHub using API calls and Integration Hub, automating ticket creation, status synchronization, and real-time data updates between platforms.
* Developed and customized core **CSM** modules, including **Case Management**, **Service Portal**, **Knowledge Management**, and **Entitlements** to improve customer support.
* Extensive experience in **Customer Service Management (CSM**), designing portals, **workflows**, and **casemanagement** systems to improve customer satisfaction and service delivery.
* Configured **Case Management** processes for incident tracking, routing, and resolution, ensuring alignment with **ITSM** processes for seamless integration.
* Designed and implemented **Customer Service Portal** with custom **Widgets**, **UI Pages**, and **UI Macros** to enhance self-service capabilities and improve customer satisfaction.
* Integrated **CSM** with **ITSM** modules to streamline cross-functional processes, such as **case-to-incident linking** and automated **service request handling.**
* Implemented **Service Mapping** to map business services, applications, and their dependencies for improved visibility into service health and operational impact.
* Customized **Change Management** module with **Change Models**, **Risk Assessment**, **CAB Approval workflows**, and automated Standard and Emergency Change processes.
* Developed **Business Rules**, **Client Scripts**, and **UI Policies** to enforce data consistency, automate field values, and enhance user interface behavior.
* Built and configured **Service Catalog Items**, **Record Producers**, and **Order Guides** using **CatalogVariables**, **VariableSets**, **UIPolicies**, **CatalogClientScripts**, and multi-step approval workflows.
* Developed **Custom applications** using App Engine Studio to address business-specific requirements beyond **ITSM** modules.
* Automated **Request Fulfillment** processes leveraging **Flow Designer**, Sub flows, Graphical Workflows, and **Script Actions**.
* Designed and configured **Service Portal** with custom Widgets, **UI Pages**, **UI Macros**, and **AngularJS scripting** to enhance user experience and enable self-service capabilities.
* Developed Custom Dashboards and Interactive Reports for **Incident Trends**, **SLA Breaches**, **Change Success Rate**, and **Performance Analytics** for real-time KPI monitoring.
* Built **REST API Integrations** with platforms like **Jira**, **Active Directory (AD)**, **Workday**, and **AWS** to automate ticket creation, user provisioning, and **CMDB** updates.
* Developed and customized core **ITOM** modules including **Discovery**, **Event Management**, **Service Mapping**, and **Orchestration** to improve IT operations and service visibility.
* Configured **LDAP Integration** for user imports, role assignment, and authentication management.
* Implemented **SOAP Integrations** with legacy systems for **Incident** and **Change** data synchronization, leveraging **SOAP** Messages and Response Parsing.
* Exposed Scripted **REST APIs** to enable external applications to create/update Incidents, Changes, and Service Requests in ServiceNow.
* **Built Custom Applications using ServiceNow App Engine Studio**, streamlining workflows and automating business processes.
* Configured and enhanced **Virtual Agent** conversations to support ITSM tasks like incident creation and password resets.
* Set up and managed **CMDB** by configuring **CI Classes**, **Relationships**, **Identification & Reconciliation Rules (IRE)**, and automating CI updates through **Import Sets**, **Discovery**, and external data sources.
* Configured **SLA**, **OLA**, and **UPC agreements** with Pause Conditions, Retroactive Start, **SLA notifications**, and escalation workflows.
* Built server-side scripting solutions using **Glide Record**, **GlideAggregate** and **Script Includes** for reusable business logic.
* Created **Scheduled Jobs** (Scheduled Script Executions) for automating recurring tasks like data cleanup, notifications, and bulk record updates.
* Configured **Script Actions** to trigger event-driven processes such as **Incident** auto-closure notifications and **Change Risk** recalculations.
* Automated **Email Notifications**, **Outbound** and **Inbound Email Actions** to send updates, approvals, and perform record updates based on email responses.
* Implemented **Access Control (ACLs)** for table-level, field-level, and record-level security based on user roles and group memberships.
* Utilized **ITIL v3** and **ITIL v4** best practices to design and implement **Incident**, **Problem**, **Change**, and **Service Request** processes aligning with industry standards.
* Configured **SSO Integration** and custom login process using **SAML 2.0**, enabling secure authentication and user provisioning.
* Designed, customized, and configured **ServiceNow IT Asset Management (ITAM)** processes, focusing on **Software Asset Management (SAM)** and **Hardware Asset Management (HAM)** to ensure effective asset tracking and compliance.
* Developed **Asset lifecycle management workflows**, including **procurement**, **deployment**, **inventory management**, and **retirement** processes for both hardware and software assets.
* Implemented and automated **license management** workflows within **SAM** to optimize software license usage and reduce costs by ensuring compliance with licensing agreements.
* Integrated **HAM** and **SAM** modules with **ServiceNow CMDB** to create a unified view of hardware and software assets, enhancing reporting, tracking, and decision-making.
* Supported instance migrations across environments using **Update Sets**, ensuring version control, conflict detection, and deployment best practices.
* Troubleshot and resolved production issues using **System Logs**, **Background Scripts**, **Script Debugger**, and analyzing **Business Rules**, **Workflows**, and **Flow Designer executions**.
* Documented technical configurations, integration setups, custom development solutions, and conducted knowledge-sharing sessions on **ITSM** processes, **Service Portal** usage, and platform enhancements.
* Managed **ServiceNow** platform upgrades (e.g., Rome, San Diego releases), executed cloning, regression testing, and ensured post-upgrade stability using **ATF** (Automated Test Framework).
* Implemented **Problem Management** workflows for **Root Cause Analysis (RCA)** and automated **Problem Tasks** using **Workflows** and **Flow Designer**.
* Implemented **ServiceNow Best Practices** for **Development** and **Administration**, focusing on **coding standards**, **instance cloning**, **update set management**, **testing procedures**, and **Change control processes**.
* Used **Dot-Walking** to retrieve and display related records and data across forms, improving visibility and accessibility for incident and request tracking.

**KPMG, Bangalore, India Nov 2017 – Apr 2021**

**ServiceNow Developer/Administrator**

**Responsibilities:**

* Collected **business requirements** and collaborated with service owners, helpdesk, and end users to comprehend existing functionalities and current state processes, facilitating the development and configuration of the **ServiceNow platform**.
* Managed daily administration tasks of the **ServiceNow platform**, maintaining the relationships of **business services** and **configuration items**.
* Developed and customized **ServiceNow applications** with **custom tables**, **UI Pages**, and **Workflows** to meet business needs.
* Worked on **User Management** to add, update, and deactivate **Users**, **Roles**, and **Groups** in **ServiceNow**.
* Worked with **UI Builder** to create and manage landing pages for **Agent Workspace**, including page variants and custom components.
* Configured **SSO Integration** and login process customization for **ServiceNow** using **SAML 2.0**.
* Applied **Access Control List (ACL)** rules to secure **Forms**, **Tables**, and **Modules**, managing **Users**, **Groups**, and **Roles** accordingly.
* Configured **Data Sources**, **Import Sets**, **SLAs/OLAs**, **LDAP**, and **Transform maps**.
* Managed **Service Portal** users through system properties and **Custom scripts**.
* Developed integration solutions using **ServiceNow’s APIs** and worked on solutions involving **ebonding** and **REST** protocols.
* Integrated external **SOAP** and **REST-based web services** with **ServiceNow**.
* Set up **Agent Workspace** for the **ITSM module**, extensively utilizing **Flow Designer** to integrate internal applications.
* Integrated legacy systems using **Flow Designer**, **Integration HUB**, **Inbound Email Actions**, and scripted web services.
* Implemented client-side changes using **Catalog client scripts** and **UI policies**.
* Built customized user interfaces, **Forms**, and **Pages** using **ServiceNow’s UI components**.
* Scheduled, configured **Reports**, and developed **Custom charts** for **ServiceNow**.
* Designed and configured custom **Service Catalog** items and **Record Producers** to automate and streamline service requests, ensuring seamless record creation across various modules.
* Developed dynamic forms using **Catalog UI Policies**, **Client Scripts**, and **Record Producer scripts** to enhance the user experience and ensure accurate data capture.
* Maintained and enhanced various modules like **Incident**, **Change**, **Problem**, **Knowledge**, and **Service Catalog**.
* Gathered requirements for **SLA** and configured them in **ServiceNow** for development and design of **Self-Service Portal**.
* Customized using **Business Rules**, **Client Scripts**, and **Catalog Client Scripts**.
* Designed **Workflows** and implemented logic in **ServiceNow** for catalog approval/fulfillment processes.
* Led testing phases including **product**, **integration**, **system**, and **User Acceptance Tests (UAT)** to ensure high-quality releases.
* Developed and implemented data models, including **CI (Configuration Item) Classes**, **Attributes**, and **CI Relationships**.
* Upgraded **ServiceNow ATF (Automated Test Framework)** and ran test suites for the **Incident** module.
* Engaged in **customer interaction** and handled project delivery, maintaining a high level of customer satisfaction.
* Designed **Workflows**, **Reports**, **Dashboards**, and **Surveys**.
* Created **UI pages** for better visual appearance in **Catalog items** in **ServiceNow**.
* Configured **Email Notifications** and **Alerts** to notify users about specific activities in the system such as updates to **Change** and **Problem requests**.
* Performed **Data Migration** of **CI Attributes** for **CMDB** using **Import sets**.
* Developed **application code**, user interfaces, and handled **Third-party Integration** components.
* Gained in-depth knowledge of **ServiceNow APIs** and **Web services**, with significant experience in supporting multiple integrations.
* Worked on **Automated Test Frameworks (ATF)** for testing **ServiceNow’s Incident** module and **Service Catalog** items.
* Developed and modified **workflows** for routine, comprehensive, and emergency **change management processes**.
* Customized **Probes** and **Sensors** to gather and upload data in **ServiceNow** for the population of **CMDB**.
* Imported data into **ServiceNow** and performed transformations using **Transform maps**.
* Developed and modified **Scheduled Jobs**, **Business Rules**, and **UI Actions**.
* Modified and developed **workflows** and **Workflow Scripts**.
* Developed **Knowledge Management** module with separate interface and workflow for finance-related knowledge articles and IT-related articles and developed **Release Management** module.
* Created **Form** and **List buttons** and **Context menus** using **UI Actions**.
* Performed **Data migrations**, creating **Data Sources** and **Transform maps**, including parsing and importing external application data into **ServiceNow**.
* Designed and implemented **Customer Service Management (CSM)** solutions, including **Portal Development** and **Internationalization**.
* Performed testing and debugging of code written on the **ServiceNow platform** to ensure high-quality deliverables.
* Documented and analyzed data gathered from workshops, surveys, and task analysis to create actionable insights.
* Gained hands-on experience with the **CMDB module**, ensuring accurate data management and effective configuration item tracking.
* Applied strong knowledge of the ITIL framework to align ITSM processes with industry best practices.
* Advocated the use of **Agile implementation** to simplify and enhance **ServiceNow** project delivery.

**EDUCATION**

* Master of Science in Information Systems
* Northwest Missouri State University, Missouri– 2024.
* B. Tech in Electronics and Communications Engineering
* JNTU Hyderabad – 2017.