Saichandra Juvadi

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Target Role: Senior ServiceNow Developer | ITSM Specialist

PROFESSIONAL SUMMARY:

- Experienced and certified IT professional with 9+ years of overall experience, including 6+ years as a **ServiceNow Developer and Administrator**, delivering scalable enterprise solutions.
- Proven expertise in configuring, developing, and maintaining ServiceNow applications across multiple modules **including Incident Management, Problem Management, Change Management, Asset & Configuration Management (CMDB), Service Catalog, Release Management.**
- In-depth knowledge of ITIL V3 standards, with strong practical implementation across **ITSM applications** and extensive hands-on experience in managing **ITIL-based workflows and service operations**.
- Proficient in **JavaScript, HTML, CSS, AJAX, and DOM manipulation**, with experience in building and customizing **Business Rules, Client Scripts, UI Policies, UI Actions, and Access Controls.**
- Skilled in ServiceNow integrations using **REST, SOAP, JDBC, ODBC, and LDAP**, as well as performing **data migration and third-party integration** to legacy systems using **ServiceNow tools.**
- Strong experience in the **Software Development Life Cycle (SDLC)** using Agile (Scrum) and Waterfall methodologies; capable of contributing across the design, development, deployment, and post-production support phases.
- Hands-on experience with ServiceNow Workflow Editor, Flow Designer, and Orchestration, including building end-to-end automation and approval flows.
- Solid background in **Quality Assurance (QA) and User Acceptance Testing (UAT)** with a focus on ensuring platform stability and user experience.
- Experienced in working with **Content Management System (CMS)** features and customizing the Service Portal to enhance UI/UX.
- Strong understanding of object-oriented programming and design principles, with additional experience in Java development.
- Adept at gathering requirements, translating them into technical solutions, documenting processes, and managing system configurations.
- Excellent interpersonal, communication, and stakeholder management skills; proven ability to work independently and collaboratively within cross-functional teams.

Core Competencies Include:

- **ServiceNow Development & Configuration:** SLA, Workflow, Flow Designer, UI Builder, Business Rules, Script Includes, Background Scripts
- **IT Service Management (ITSM):** Incident, Problem, Change, Service Catalog, CMDB
- **Programming & Scripting:** JavaScript, Client Scripts, UI Policies, Server-Side Scripting
- **Integrations & APIs:** REST, SOAP, Integration Hub, Third-Party Application Integrations
- **ITIL & Process Management:** ITIL Framework, ITSM Best Practices, Process Automation
- **Governance, Risk, and Compliance (GRC) & Security Operations:** Policy & Compliance, Risk Management, Security Incident Response

TECHNICAL SKILLS:

- **Programming Languages:** Java, Python, JavaScript
- **Web Development:** HTML, CSS, and JavaScript, along with frameworks like React, Angular.
- **Database Management:** MySQL
- **Cloud Computing:** AWS
- **Automation:** Palantir- API (AI), Application Developer, Machine Learning

CERTIFICATION:

- Certified Implementation Specialist (CIS-ITSM) – IT Service Management– ServiceNow
- Certified System Administrator (CSA) – ServiceNow
- Certified Application Developer (CAD) – ServiceNow

PROFESSIONAL EXPERIENCE:

Client: Walmart   September 2024 – Current
Location: Virginia, USA
Role: Senior ServiceNow Developer | ITSM Specialist

- Created Business Rules using server-side scripting (Glide Record, Glide Element and Glide System).
- Integrated Service Now with LDAP for authentication and authorization.
- Worked on Single Sign on and event-based integrations.
- Worked on integrations with third party applications like Dyne Trace using Web Services, JDBC.
- Development of Service catalog which included creating new catalog items, designing workflows, and execution plans.
- Worked on Discovery and set up mid servers and check for the connectivity, expertise in troubleshooting Discovery tool.
- Involved in cloning activities like raising the request for cloning and excluding some tables to not come under cloning.
- Successfully migrated code between different environments using update sets.
- Configured multiple Catalog Items Front-end web / GUI components using JavaScript, CSS and HTML5.
- Configured multiple forms for Asset module using Configuration Management Database.
- Worked on change management module by enhancing the tool to the stakeholders and made it easy to understand.
- Resolved typical User access and roles issues by checking active directory and user's table.
- Scheduled the reports as per the client requirement.
- Created database views to pull the reports on variables which are being used by catalog items.
- Wrote Catalog client scripts and UI policies to make client-side changes.
- Created the UI pages to use them in catalog items, implemented using UI scripts.
- Created Knowledge articles to document the steps in creating the catalog items.
- Worked on different kinds of variables and variable sets.
- Worked on order guides, to arrange them in sequential order to make the user comfortable while raising a request.
- Re-designed workflows using workflow editor, Reconciled complicated workflows to simpler form.
- Writing script includes invoking them in reference qualifiers or variable scripting.
- I've successfully configured the AWS Service Management Connector to streamline AWS service requests and incident management within ServiceNow. This improved user experience and provided greater governance over cloud resources.
- I leveraged AWS Systems Manager to integrate with ServiceNow, enabling real-time

Client: V-Business Solutions (TCS)   March 2023 – August 2024
Location: Texas, USA
Role: Senior ServiceNow Developer

- Implemented custom SDLC process by developing tables and forms which assist in capturing and documenting work done by developers in the form for Incidents, Problems or Request Items.
- Worked on importing data into ServiceNow and performed Transformation using
- Transform maps.
- Worked on integrating ServiceNow and AWS using AWS service catalog connector to automate the process of provisioning secure, complaint, and pre-approved AWS products into the ServiceNow portal.
- Created monthly Metric reports for IT management teams assisted with scheduling
- data exports to application owners.
- Worked with end user self-service portal management and reconciliation of complicated workflows.
- Created Knowledge articles to provide access to information related to services available on portal and other ITIL modules.
- Communicate with external web services using SOAP Messages and REST.
- Involved in LDAP integration with ServiceNow for obtaining users and groups.
- Configured Event Management (ITOM) by configuring Connector Instances and Connector Definitions.
- Worked on ServiceNow Event Management by configuring Event Mapping Rules, Event Transform Rules, Alert Rules, Incident Templates.
- Worked on Service Mapping to define business services, troubleshoot the discovery and mapping process as well as create new discovery patterns.
- Worked on Discovery and set up mid servers and check for the connectivity, gained expertise in troubleshooting Discovery tool.

Client: TCS   **March 2020 – December 2021**
Location: Bangalore, India
Role: Lead ServiceNow Developer

- Developed Client Scripts, UI policies, including advanced customizations that require modification of UI Pages/Macros.
- Responsible for on-going enhancement and maintenance of the ServiceNow platform.
- Worked on Asset management for creating stockrooms, purchase orders.
- Wrote business rules to avoid empty configuration items to be stored in CMDB after discovery tool runs a scheduled job.
- Performed Data migration to import data from other applications and external databases.
- Responsible for gathering the requirement from the client and using scrum process we used to divide the work.
- Responsible for access control, security, minor enhancements such as form or workflow editing.
- Configured Service Level Agreements (SLA's) to define certain levels of services to incident management and Service catalogs.
- Create Knowledge articles to document the steps in creating the catalog items.
- Imported Configuration Items (CI) from third party applications using import set tables.
- Preparing Implementation Plan for every release in ServiceNow and provide Walkthrough to the entire team to execute the steps.
- Provided Strategic Portfolio Management (SPM/ITBM) technical knowledge and expertise to Cask SPM delivery team, customers, and stakeholders.
- Communicated and partner with Cask business consultants, client owners, and managers on how business management process improvement(s) can be achieved in the SPM tool set.

Client: E-Clinical Solutions   **February 2019 – March 2020**
Location: Bangalore, India
Role: ServiceNow Developer

- Successfully implemented CMDB and ITOM module specifically Discovery.
- Creating discovery schedules for windows, vCenter, load balancers and Linux servers also validating the data with concerned teams once discovery is run.
- Creating / importing IP Ranges into the tables and alignment with Discovery schedules.
- Discovery issue troubleshooting for non-discoverable CI's and stale CIs. Also implemented whitelisting process which was one of the custom processes created before implementing Discovery using custom API.
- We have Configured Mid Server for Discovery and created discovery schedules.
- Also configured CMDB health Dashboard to view CI's health. As well as worked and maintained other dashboards for GRC, SecOps and CMDB.
- Worked as an integral part of request team during the go-live session and hyper care and resolving issues effectively.
- Created multiple transform maps if data needs to be loaded from outer source if UCF is not used in implementation.
- Configured GRC Risk Assessments with Risk Scoring. On basis of Risk Scoring triggered different assessments to different groups and criteria.
- Worked on security incident response with threat intelligence.
- Configured instance doing end to end implementation. Done PoC on integrating AWS connector with ServiceNow as a package.
- Worked on customization and configuration of Virtual agent. As well as also worked on flow created for specific options for the categories of virtual agent.
- Worked on importing data into ServiceNow and performed Transformation using Transform maps.
- Worked on integrating ServiceNow and AWS using AWS service catalog connector to automate the process of provisioning secure, complaint, and pre-approved AWS products into the ServiceNow portal.
- Created monthly Metric reports for IT management teams assisted with scheduling data exports to application owners.
- Worked with end user self-service portal management and reconciliation of complicated workflows.
- Created Knowledge articles to provide access to information related to services available on portal and other ITIL modules.
- Configured Event Management (ITOM) by configuring Connector Instances and Connector Definitions.
- Worked on ServiceNow Event Management by configuring Event Mapping Rules, Event Transform Rules, Alert Rules, Incident Templates.
- I've successfully configured the AWS Service Management Connector to streamline AWS service requests and incident management within ServiceNow. This improved user experience and provided greater governance over cloud resources.

Client: Ambati Solutions   September 2017 – February 2019
Location: Hyderabad, India
Role: ServiceNow Admin

- Developed Client Scripts, UI policies, including advanced customizations that require modification of UI Pages/Macros.
- Responsible for on-going enhancement and maintenance of the ServiceNow platform.
- Worked on Asset management for creating stockrooms, purchase orders.
- Wrote business rules to avoid empty configuration items to be stored in CMDB after discovery tool runs a scheduled job.
- Performed Data migration to import data from other applications and external databases.
- Responsible for gathering the requirement from the client and using scrum process we used to divide the work.
- Responsible for access control, security, minor enhancements such as form or workflow editing.
- Configured Service Level Agreements (SLA's) to define certain levels of services to incident management and Service catalogs.
- Create Knowledge articles to document the steps in creating the catalog items.
- Imported Configuration Items (CI) from third party applications using import set tables.
- Preparing Implementation Plan for every release in ServiceNow and provide Walkthrough to the entire team to execute the steps.
- Provided Strategic Portfolio Management (SPM/ITBM) technical knowledge and expertise to Cask SPM delivery team, customers, and stakeholders.
- Communicated and partner with Cask business consultants, client owners, and managers on how business management process improvement(s) can be achieved in the SPM tool set.

Client: Versatile IT Solutions   July 2016 – August 2017
Location: Hyderabad, India
Role: ServiceNow Admin

- Developing Web API's using Java8/J2EE, JSP, Servlets, JDBC, Spring, SOAP, REST, HTML and XML.
- Support and maintenance of existing projects. (Review bugs and problems as assigned, diagnose and fix
- them in an appropriate manner).
- Involved in the design and development phases of Agile Software Development.
- Attending Daily and Weekly Scrum calls with Team and discuss on issues/progress. Involved in gathering
- business requirements with Product owners and technical tasks for each Sprint.
- Intensively used Jira as a part of Agile scrum methodology.
- Used IntelliJ for developing code modules in the development environment.
- Developed JDBC transactions through Spring JDBC Template.
- Involved in developing a Single-Page Application pages using REST Services.
- Worked on Initial Spring and Maven Configuration set for the Project Spring - Maven Framework.
- Developed POJO objects and used Hibernate as the Object-Relational Mapping (ORM) tool to access
- the persistent data from SQL Server.
- Analysis, design and development of Application based on J2EE using Spring and Hibernate.
- Developed Hibernate DAO classes to retrieve and save data using Spring framework manager classes
- and retrieval from the underlying database. Working with MySQL database.
- Designed &implemented XML/WSDL to provide the interface to the various clients running on both Java and Non-Java applications.

EDUCATION:

Master of Science (M.Sc) in **"Technology Management",** Southeast Missouri State University, USA (3.61 GPA)
Bachelor of Science (B.Tech) in **"Mechanical Engineering",** Sree Chaitanya College of Engineering, India (3.73 GPA)