**Yugandar Reddy Narra**

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**PROFESSIONAL SUMMARY:**

* Over 10 years of IT experience on ServiceNow Platform in Development, Administration and Implementation. Worked with cross functional teams on ITSM, ITOM, ITBM, ITIL, CMDB, SAM, HAM Service Portal, BCM, ATF, HRSD modules.
* Expert in implementing end-to-end Service Catalog, Configuration Management, Asset Management, Change, Knowledge, Incident Management, Release Management, with reporting integration with Web Services.
* Worked on configuration and management of AWS services via the dashboard and CLI console. Work with development, security and operations teams to provision AWS resources as needed to support application requirements.
* Configure Azure cloud service for end point deployment.
* Experience in integrating ServiceNow with other IT systems, implementation of Discovery on remote desktops, and developing code for mid servers.
* Managed ServiceNow data using Import sets and transform maps
* Experience in ServiceNow Cloud SME, working on SaaS technology projects;
* Designing of various Service Catalog items using Designer and Record Producers and Defining workflows for the Catalog items, Approvals and Dynamic tasks in ServiceNow.
* Managed end-to-end workstream activities for ServiceNow HRSD implementation, ensuring seamless execution and on-time delivery while proactively identifying and mitigating project risks.
* Demonstrated excellent interpersonal skills, communication skills, problem solving abilities in multi tasked environments.
* Maintained and applied documentation best practices, procedures and processes throughout the ServiceNow development.
* Demonstrated strength in adapting to rapidly changing environment and continued passion and commitment towards learning.

**Education:**

* Bachelor of Technology from JNTU Hyderabad in 2013

**Certifications**

* ServiceNow System Administrator
* ServiceNow Developer

**TECHNICAL SKILLS**

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| **Languages** | C, Java, Python, Glide, SQL. |
| **Tools** | ServiceNow, GIT, Apache, Visual Studio. |
| **ServiceNow modules** | ITSM, ITOM, ITIL, CMDB, ITBM, Service Portal, BCM, HRSD, ITOM Discovery and Orchestration. |
| **Service Integrations** | LDAP, ADFS, JIRA, Rest, Soap. |
| **Web Dev Languages** | HTML, DHTML, CSS, Bootstrap, jQuery, XML. |
| **Cloud Technologies** | AWS, Azure |
| **Scripting Languages** | JavaScript, PHP, Angular framework. |
| **Databases** | MySQL, MongoDB. |
| **Operating Systems** | Windows, Unix, Linux. |
| **Methodologies** | Waterfall, Agile |

**PROFESSIONAL EXPERIENCE:**

**Client: Morgan Stanley – Oakland, CA (Remote) Nov 2022 to Present**

**Role: ServiceNow Developer**

**Responsibilities:**

* Responsible for implementing Incident, Problem, Request and Change Management, Knowledge Management, User Administration, Service Catalog, Flow Design and Workflows.
* Involved in gathering business requirements and interacted with Helpdesk and CRM users to understand existing functionality, process and tools.
* Worked with analyst to analyze functional requirements with ServiceNow for Customer Service Management (CSM).
* Implemented integration with CMDB to maintain updated customer, assets and service history information.
* Developed and published client-specific customized reports on dashboards using Incident SLA and Catalog SLA tables.
* Integrated REST API with the ServiceNow platform to automate data exchange between external systems and internal processes, reducing manual intervention and streamlining workflows for cross-platform operations.
* Proficient in resource management within ServiceNow, ensuring optimal allocation and alignment with strategic priorities.
* Developed customized reports and dashboards within ServiceNow for strategic decision-making and providing real-time insights.
* Designed and implemented ITIL-compliant workflows and processes within ServiceNow to standardize IT service delivery and ensure consistent issue resolution.
* Built reusable Angular components to streamline UI development, seamlessly integrating with REST APIs to pull data across multiple modules, improving development efficiency and reducing redundancy.
* Customized ServiceNow’s Flow Designer to trigger automated actions in response to user inputs, significantly reducing the manual overhead in handling complex approval processes.
* Created, maintained, and enhanced modules like Incident Management, Problem Management, Service Request Management, Change Management, Service Catalog, Knowledge Management, and Active Directory Profile synchronization.
* Developed advanced Flow Designer automations in ServiceNow to optimize approval workflows, integrating custom logic to ensure real-time decision-making for high-priority incidents.
* Managed AWS services, including creating and managing cloud VMs with EC2 command line clients and AWS Management Console, and managing AWS SES mail setup.
* Developed highly interactive modern UI components, leveraging AngularJS for ServiceNow, which improved the platform’s usability and contributed to a 25% increase in user engagement metrics.
* Created UI Actions and Context Menus for both forms and lists, enhancing user interactions.
* Designed reusable workflows and standard workflow templates to streamline processes.
* Implemented stringent data policies and access controls within ServiceNow to meet security and compliance requirements.
* Implemented REST API endpoints within an Angular front-end, optimizing data retrieval and update processes to ensure fast and reliable communication between client and server.
* Configured ServiceNow scripting to customize backend functionalities, creating tailored workflows that aligned with business requirements and enhanced user experience.
* Worked on MSP or domain-separated instances, facilitating the migration from other ITSM tools like WQM, BMC Remedy, and JIRA to ServiceNow, including migrating existing user databases and open ticket data.
* Designed and executed Automated Test Frameworks (ATFs) in ServiceNow, enabling regression testing of platform updates, which improved system stability and reduced manual testing effort by 40%.
* Implemented ServiceNow ITAM solutions, including configuring Asset Management and Software Asset Management modules, and integrating them with other ServiceNow modules.

**Client: Kaiser Permanente – Oakland, CA Sep 2020 to Oct 2022**

**Role: ServiceNow Developer**

**Responsibilities:**

* Participated in the implementation and administration of ITSM processes (Incident, Problem, and Change Management), developed Service Catalogs, maintained systems, and created custom applications within ServiceNow.
* Designed and built various web forms using HTML, CSS, and JavaScript.
* Utilized the JIRA tool for tracking progress of stories and adhering to Agile methodologies.
* Worked on creating and configuring reports and dashboards in ServiceNow to provide insights into IT service performance, operational metrics, and business outcomes.
* Utilized JavaScript to create dynamic client-side interactions within ServiceNow's custom forms, improving data validation and enhancing the user experience with real-time feedback.
* Designed custom services in Angular to handle REST API requests and responses, enabling smooth interaction between the application and backend systems, which improved data flow and system integration.
* Designed a user-friendly portal to facilitate easy access for end users when creating requests, with ongoing enhancements based on user feedback.
* Integrated Angular applications with ServiceNow's Glide Record API for effective data retrieval, manipulation, and database operations.
* Pulled account information from AWS into ServiceNow using tools like Turbot.
* Involved in the design and development of a self-service portal, including home page creation, service catalog order placement, knowledge base development, service ticket creation, and user alerting for outages.
* Managed Identity and Access Management (IAM) created IAM users and providing access to necessary AWS applications.
* Integrated secure REST APIs with Angular applications, implementing OAuth 2.0 authentication to ensure safe data transactions and compliance with organizational security standards.
* Led modern UI enhancements on ServiceNow by leveraging AngularJS and web development best practices, delivering a responsive and intuitive user interface for a more engaging user experience.
* Developed and customized Flow Designer flows to automate incident management and streamline service requests, drastically improving service delivery times and operational efficiency.
* Successfully integrated ServiceNow's HR Service Delivery (HRSD) module with external HR systems, improving data accuracy and providing valuable insights into HR metrics for better decision-making.
* Collaborated on the backend configuration of ServiceNow by setting up tables, business rules, and scheduled jobs, ensuring robust data handling and optimal performance for critical workflows.
* Involved in the full SDLC, including requirement analysis, development, system testing, and unit testing.
* Worked with stakeholders to gather requirements and to ensure seamless integration and deployment.
* Managed post-implementation support activities, including bug fixes, system enhancements, and user support, to ensure ongoing system stability and user satisfaction.

**Client: Kroger – Coppell, TX May 2019 to Aug 2020**

**Role: ServiceNow Developer**

**Responsibilities:**

* Designed, developed, and administered AWS using Terraform alongside ServiceNow Cloud Management Platform, with DevOps experience including Continuous Integration and Continuous Deployment tools like Jenkins, Ansible, AWS CloudFormation, and Kubernetes.
* Implemented data sources and created transformation maps to import data from various sources into ServiceNow
* Integrated ServiceNow Customer Service Management (CSM) with other AppExchange Applications and Enterprise Service Bus. Used SOAP and REST APIs for integrating various ServiceNow instances.
* Created user groups for approvals, assignments, and notifications, and utilized Access Control Rules to ensure appropriate role-based access.
* Implemented REST API integrations within the ServiceNow platform, enabling seamless communication between third-party systems and ServiceNow modules, resulting in a 30% reduction in manual data entry errors.
* Utilized ATFs (Automated Test Frameworks) in ServiceNow to validate and automate test cases for critical platform updates, ensuring a smooth transition with minimal post-deployment issues.
* Designed and generated test reports within ServiceNow for results produced by the Automated Test Framework (ATF) and compared ATF’s performance with Selenium for automated test cases.
* Used Update Sets to migrate customizations between different ServiceNow instances.
* Applied the SCRUM methodology in development and used the SDLC module for defect tracking.
* Customized the Service Portal using Angular and the CMS widget editor tool, providing ongoing support and configured the Employee Self-Service Portal using Content Management System (CMS).
* Optimized performance of Angular applications by caching REST API responses using HTTP interceptors, which reduced the number of redundant network calls and improved application speed.
* Investigated performance issues, utilized troubleshooting tools, and employed system logs to diagnose problems. Configured email notifications and alerts to inform users of specific system activities.
* Configured custom scripting in ServiceNow using JavaScript, creating complex business rules and client scripts that enhanced form functionality and improved overall system responsiveness.
* Built reports, gauges, and home pages, and designed the UI appearance for Service Catalog Requests.
* Implemented, customized, and maintained ITIL modules in ServiceNow, including Incident, Change, Problem, Knowledge, Service Catalog, and CMDB.
* Managed data through tables, CMDB, Import Sets, and Update Sets, and created, monitored, modified, and published Service Catalog workflows with approvals.

**Client: McKesson – Irving, TX Nov 2017 to Apr 2019**

**Role: ServiceNow Developer/ Administrator**

**Responsibilities:**

* Collaborated with process owners to develop and implement workflows within ServiceNow applications.
* Worked closely with the functional team and clients to develop a highly customized Customer Service Management (CSM) application.
* Gained experience with UI Actions, UI Policies, UI Macros, and Data Policies in ServiceNow.
* Managed backend configuration tasks, including database schema creation and business rule optimization, to ensure that workflows in ServiceNow performed efficiently and met business requirements.
* Oversaw ITIL-compliant change management processes within ServiceNow, ensuring all changes were properly logged, assessed, and authorized to minimize system disruptions.
* Designed and implemented modern UI components within ServiceNow's AngularJS-based framework, creating a more responsive and user-friendly interface that aligned with modern web standards.
* Demonstrated strong knowledge in designing and implementing service requests via the ServiceNow Catalog. Worked extensively with various modules in Service Catalog Management.
* Implemented new functionality using Business Rules, Client Scripts, and Access Control Lists.
* Developed solutions involving UI Pages, Transform Maps, and Scheduled Jobs.
* Built and customized portal development solutions on ServiceNow, enabling users to interact with a tailored service catalog, increasing customer satisfaction by improving the clarity and ease of service access.
* Designed, developed, and implemented integrations using JavaScript, Web Services, REST, and other web technologies to connect ServiceNow with internal and external systems and tools.
* Played a key role in designing and developing the self-service portal, including the home page, service catalog orders, knowledge base, service ticket creation, and user alerts for outages.
* Developed the Service Catalog, including creating new catalog items, designing workflows, and execution plans. Participated in user acceptance testing by developing test scenarios and scripts.
* Ensured the integrity of the ServiceNow tool across both production and non-production environments and provided production support for all ServiceNow-related issues.
* Imported data in various formats, including Excel, CSV, and XML, through attachments.
* Prepared comprehensive documentation for the installation, design, and maintenance of custom ServiceNow modules.

**Client: KPIT Technologies Ltd – Pune, India Jan 2014 to Oct 2017**

**Role: ServiceNow Developer**

**Responsibilities:**

* Implemented Incident Management, Problem Management, Knowledge Management, User Administration, and Configuration, along with the Reporting module.
* Handled software configuration and customization, including UI customization, workflow administration, data imports, custom scripting, new functionality implementation, and homepage customization.
* Developed integration components such as SSO, LDAP, and SOAP based on requirements.
* Responsible for creating UI pages using HTML5, CSS3, and JavaScript.
* Configured and maintained various UI elements in ServiceNow, including Forms, Lists, Views, UI Policies, UI Scripts, UI Actions, View Rules, Welcome Page Content, Map Pages, and more.
* Developed System Properties, covering areas such as My Company, UI, CSS, System, Email Approval, LDAP Application, Localization, Security, Users, and Groups.
* Managed LDAP configurations, initial data loads, import sets, automated integrations, and addressed exceptions.
* Worked on creation of Reports, Service Level Agreements (SLAs), Notifications, and Alerts.
* Managed system configurations, gathered and documented user and process requirements, developed workflow customizations, and supported quality assurance teams.
* Established and maintained the Configuration Management Database (CMDB), managing data with import sets, update sets, and transform maps. Performed core configuration tasks within ServiceNow.
* Reported Monthly Emergency and Expedite Change Metrics to Strategic Business Group Stakeholders. Provided monthly reports on Change Volume data, supported by vendors.
* Conducted internal Change Management Reporting to identify tickets delayed in resource assignment by vendors, assisting business groups in ensuring their changes were assigned, updated, reviewed, and approved in a timely manner to meet their commitments.
* Collaborated with the Reporting Coordinator to develop and refine metrics reporting for the Incident, Change, and Remedy Centre of Excellence teams.