SOUMYASHREE G

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SUMMARY

- Total 4.9 years of IT experience.
- 3.1 years of experience as ServiceNow Developer in Cognizant Technology Solutions.
- 1.7 years of experience as ServiceNow Developer in Trianz.
- Experienced in Service Now Development, Implementation, Orchestratipn, Integration, testing, direct Customer interaction.
- Experienced in challenging environments requiring direct Customer interaction, deadline driven real time project to work independently or as a team.

CERTIFICATION :

- I am **ITIL Certified.**

TECHNICAL SKILLS :

Programming Languages	Java(Basics), JQuery, Java Script, HTML.
Databases	SQL(Basics).
Tools & Packages	ServiceNow.
ServiceNow Modules	Service Request, IM, PM, CM, Server Side Scripting and Client Side Scripting, Orchestration, REST, SOAP,Service Portal

Development and Configuration skills in Service Now

- Glide programming Incident, Scripting/Customization Incident in Service Now
- Developed catalog items and order guides.
- Knowledge of Incident, Service Catalog.
- Knowledge of Jelly script.
- Expertise in import sets, transform maps, transform map scripts, data sources.
- Expertise in developing workflows.
- Knowledge of client side scripting such as UI Policies, Client scripts, UI Action, etc.
- Knowledge of server side scripting such as script include, business rules.
- Knowledge of SLA.
- Knowledge of email notification, Inbound email actions.
- Knowledge of UI Macros, UI Pages.

- Knowledge of process flow creation.
- Knowledge of ACLs.
- Knowledge of Data Policy.
- Knowledge of REST WebService
- Hands on in Orchestration.
- Knowledge of Service Portal.

Projects Details:

Details of Project in Cognizant		
Title	:	**ServiceNow Development Project**
Tool/Technology Used	:	- Service Now - Java Script
Project Details	:	Client Services provides Service Catalog for requesting enhancements, services and access or reporting issues.
Responsibilities	:	- Developing Service Catalog items, Variable Sets, UI Policies, UI Macros, Client Scripts, script includes and Business Rules. - Configured incident for the process. - Involved in End to End Testing as well as documentation. - Involved in integrating SNOW with PAM, f5 orchestration, Active Directory orchestration, LDAP integration. - UI pages implementation.
Duration of the Project	:	From September 2015 to April 2018.

Details of Project in Trianz		
Title	:	**ServiceNow Development Project**
Tool/Technology Used	:	- Service Now - Java Script - HTML5 - CSS
Project Details	:	- End to end CMDB module implementation in phase 1. - In phase 2, Catalog Item Development and Integration.
Responsibilities	:	- Developed transform map scripts to import CMDB data from spreadsheets and also client and server side scripts to impement module end to end. - Integrsted Catalog Item with Vrealize and another item where user provided excel sheet and through script data will be mapped to fields and send the RITM to Vrealize. - Prepared documentation for Service Portal module. - Involved in End to End Testing as well as documentation.
Duration of the Project	:	From May 2018 to November 2019.

EDUCATIONAL QUALIFICATIONS

Degree	University/ Board	Year of Passing	Percentage
B.E.(IT)	Visvesvaraya Technological University(VTU)	July-2014	74.33%

PUC	Karnataka State Board	March-2010	84.5%
SSLC	Karnataka State Board	March-2008	84.8%

Personal Information :		
Name	:	**Soumyashree G**
Date Of Birth	:	23rd January, 1993.
Current Address	:	No. 403, 4th floor, Everjoy Prakruthi Apartments, Arehalli, Bangalore-560061
Nationality	:	Indian.
Gender	:	Female.
E-mail ID	:	soumyashreeg18@gmail.com

I hereby declare that the above-mentioned information is correct to best of my knowledge.

Soumyashree G.