**Ashok Golle**

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**Summary**

* A Qualified IT Professional with 8 years of experience with  as a Service-Now developer and administrator.
* Experience in working on the ITIL Process Configuration like Incident, Problem, Change Management, Service Catalog, Knowledge configured and Reports in ServiceNow.
* Experienced in Upgrading the Service Now Instance from Fuji to Geneva latest Patch.
* Extensive experience in implementation of Business Rules, Data Dictionary, UI Actions, UI Policies, Client Scripts and Validations Scripts in ServiceNow
* Functional knowledge and implementation experience of ITSM frameworks
* Experience on various ServiceNow customizations as per client’s requirement.
* Experience in configuring the SLAs for various ITIL processes as per the client requirements
* Experience in Email Integration, LDAP integration, External Web services Integration (both SOAP based, and REST based) in ServiceNow
* Experience in working with the workflows using ServiceNow workflow editor
* Expertise in creating complex workflows in Service Catalog items, Notifications, Approvals and Dynamic tasks in ServiceNow.
* Excellent experience in ServiceNow Administration and Production support.
* Good knowledge of CMDB and Asset Management Services: Business Services and Configuration item relationships
* Experience in creating Catalogs, catalog items and created record producers, order guides in service catalog.
* Experience on working with DISCOVERY tool
* Strong experience in working with Scripted Web services, Script Includes.
* Hands on experience in web development using HTML, JavaScript, Jelly and CSS
* Well versed in Database Administration and Management.
* Good experience in application development using Java/J2EE, JSP, Structs and Spring
* Experience in all phases of SDLC such as Requirement Analysis, Design, Code Construction
* Excellent analytical, problem solving and communication skills
* Strong interpersonal skills, ability to interact with people at all levels.

**Technical Skills:**

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| --- | --- |
| **Programming Languages** | C, C++, JAVA, SAS, C#, PL/SQL |
| **Scripting Languages** | JavaScript, Python, Angular JS, HTML, CSS, XML, JSON, Shell Scripting |
| **Operating Systems** | OS/390, MVS, MS Windows, Linux |
| **ITSM Tools** | ServiceNow, |
| **Data Base** | Oracle 8.x/9i/10g/11g, SQL Server 2000/2005/2012 |
| **Tools and Packages** | Rational Rose, MS Office, Visio, Clear case, SVN, PPMC, Kintana |
| **Software Methodologies** | SDLC, Waterfall, Agile |

**Education:**

**Bachelors in Computer Science**.

**Achievements and Certifications:**

Certified ServiceNow system Administrator (**CSA**).

2 times start of the month award and 1 time on the spot award.

Victory League award.

**Client: Nokia (Europe) - Hyderabad**

**Role: ServiceNow Admin/Developer**

**Duration: Feb2022- Present**

➢ Experience on configuring and setting up ServiceNow -CSM/FSM configurable application

➢ Building the ServiceNow portal pages and widgets from scratch.

➢ Discussing standard solution of the process with stake holders and client developers.

➢ Developed Outbound REST and Soap based integrations.

➢ Created REST API’s and used to integrate the data/response b/w Boomi and ServiceNow.

➢ Implemented custom Flow designer to manage the flow of CASE including Approvals.

➢ Created custom inbound email actions for CASE Approvers.

➢ Implemented custom functionality on CASE, create the Ad-hoc task for the CASE.

➢ Implemented Transform maps to generate the maintenance request using .CSV data.

➢ Automated the Workorder creation from Case.

➢ Created custom inbound email actions to generate a Request.

➢ Created the child request under the parent record

➢ Created new service catalog items and record producer with variables and Catalog Client scripts,

Catalog Ul Policies to customize the instance as per Business needs.

➢ Created Business Rules, Flow designer, Client Scripts, Ul Policies, Ul Actions, Script includes,

Notifications and Access Control Lists to customize the instance as per Business needs.

➢ Created custom SLAs, Notifications and provided support on its functionality related defects.

➢ Involved in creating and migrating of update sets between ServiceNow Instances.

➢ Reporting the development status in daily scrum calls.

**Client: Altizone Info Solutions Pvt.(Bangalore)**

**Role: ServiceNow Admin/Developer**

**Duration: Sep 2018 to Feb 2022**

➢ Responsible for Administration and Configure, develop and unit test new functionality or defects

on the ServiceNow Platform

➢ Work on creating, maintaining and troubleshoot catalog items.

➢ Worked on customizations for various ITSM modules.

➢ Worked on creating and maintaining the inbound email actions for incident creation and

update.

➢ Data loading in to various ServiceNow tables using Transform maps and implemented the

Transform scripts for the same.

➢ Investigate the cause of a defect that has been raised by users in for the ServiceNow.

➢ If defect is identified, find the Root Cause of the issue, suggest the potential fix that can be applied

and start the development work to fix the issue.

➢ Worked on implementation of various notifications for incident module.

➢ Troubleshooted issues related to Data Segregation to resolve user visibility of incidents.

➢ Work on creating and maintaining workflows for triggering automated approvals and request

creations.

➢ Worked on implementation of various notifications for timecards and schedule job for

generating Future timecards part of Re-Org.

➢ Participated in Cloning activities in Version Upgrade.

➢ Reporting the development status in daily scrum calls.

**Client: Slack Systems**

**Role: ServiceNow Admin/Developer**

**Duration: May 2016 to Aug 2018**

➢ Responsible for Administration and supporting the developed features used in the client environment.

➢ Tables, Fields creation and form layouts.

➢ Reporting the development status in daily scrum calls.

➢ Worked on Incident management, Request management and handled the incidents and requests.

➢ UI Policy, UI Action and Data policy.

➢ IT Service Management and IT Infrastructure Library in ServiceNow.

➢ Adding the users to the groups and adding roles to user & groups Aswell.

➢ Access check to the tables and columns.

➢ Import set, Importing the data into the tables.

➢ I independently created a service portal on PDI for personal practice and skill development.