**Ashok Golle**

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**Summary**

* A Qualified IT Professional with 8+ years of experience with as a ServiceNow developer.
* Experience with ServiceNow ITSM, CSM, FSM, CMDB, ITOM, Integrations and Service portal modules.
* Experience in working on the ITIL Process Configuration like Incident, Problem, Change Management, Service Catalog, Knowledge configured and Reports in ServiceNow.
* Developed and customized ServiceNow modules to align with ITIL best practices and organizational requirements.
* 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 FSM frameworks.
* Functional knowledge and implementation experience of ITSM frameworks.
* Developed and customized ServiceNow ITSM solutions, including Incident Management, Change Management, Problem Management, and Service Catalog modules, to meet business requirements and improve operational efficiency.
* Proficiency in configuring and administering ServiceNow ITOM modules, including Discovery, Service Mapping, Event Management, and Cloud Management.
* Developed and deployed customized ServiceNow ITOM solutions to address specific business needs, such as automating provisioning workflows or optimizing resource utilization.
* Experience on various ServiceNow customizations as per client’s requirement.
* Integrating ServiceNow ITOM with other ITSM tools to streamline processes and improve visibility across the IT landscape.
* 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.
* Knowledge on DISCOVERY tool.
* Strong experience in working with Scripted Web services, Script Includes.
* Hands on experience in web development using HTML, JavaScript, Jelly and CSS.
* Excellent analytical, problem solving and communication skills.
* Collaborated with cross-functional teams, including IT operations, development, and business stakeholders, to gather requirements, define solution architectures, and deliver high-quality ServiceNow implementations.
* 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 from Jawaharlal Nehru Technological University Hyderabad (JNTUH) - 2016.

**Achievements and Certifications:**

* Certified ServiceNow Application Developer **(CAD).**
* Certified ServiceNow system Administrator (**CSA**).

**Client:** Nokia

**Role:** ServiceNow Developer

**Duration:** Nov 2023- Present

**Responsibilities:**

* Designed and implemented ServiceNow solutions as per business requirements, ensuring adherence to best practices and platform standards.
* Leveraged the Generative AI Controller capabilities such as summarize and generic prompts in ITSM and knowledge articles.
* Implemented text to code in ServiceNow with Azure Open Gen AI.
* Used ServiceNow Gen AI to automate routine tasks and processes.
* Integrate ServiceNow Gen AI seamlessly with other ServiceNow modules and external systems.
* collaboration with cross-functional teams, such as developers, IT administrators, and business stakeholders, to implement Gen AI driven solutions.
* Integrated ServiceNow with ChatGPT/Gen AI as a proof of concept (POC).
* Developed custom applications, workflows, UI policies, and business rules using ServiceNow tools such as Scripted APIs, UI Actions, and Script Includes.
* Collaborated with cross-functional teams to gather requirements, perform gap analysis, and propose solutions for process improvements.
* Managed full lifecycle implementation projects from requirements gathering to post-implementation support.
* Implemented ServiceNow CMDB and Discovery, ensuring accurate data collection and integration with other IT systems.
* Developed ServiceNow reports and dashboards to provide actionable insights to HR leadership, leveraging HRSD data for strategic decision-making.
* Configured HR service catalog items and fulfillment workflows to enhance employee service experience and self-service capabilities.
* Developed ServiceNow reports and dashboards to provide actionable insights to stakeholders.
* Designed and implemented ServiceNow inbound REST APIs to ingest data from external sources, enhancing operational workflows and data accessibility within the platform.
* Integrated ServiceNow with external systems using REST APIs, enhancing data synchronization and automation capabilities.
* Configured CI (Configuration Item) classes, relationships, and attributes in ServiceNow CMDB to accurately represent IT infrastructure and services.
* Conducted regular audits and reconciliations to ensure CMDB data consistency with live environments, improving IT asset management and change management processes.
* Developed RESTful web services in ServiceNow for bi-directional data exchange with other IT systems, improving data accuracy and operational efficiency.
* Developed ServiceNow reports and dashboards to provide actionable insights to HR leadership, leveraging HRSD data for strategic decision-making.
* Implemented performance Analytics (PA), reports.
* Reporting the development status in daily scrum calls.

**Client:** Wipro ltd.

**Role:** ServiceNow Developer

**Duration:** Feb 2022 – Nov 2023

**Responsibilities:**

* Experience on configuring and setting up ServiceNow -CSM/FSM configurable application.
* Designing and developing ServiceNow portal pages and widgets from scratch.
* Developed XML-based data imports and exports in ServiceNow to facilitate seamless integration with external systems and databases.
* Designed and implemented ServiceNow XML scripts to automate data transformation and manipulation processes, improving data accuracy and efficiency.
* Configuring and administering ServiceNow ITOM modules, including Discovery, Service Mapping, Event Management, and Cloud Management.
* Developed and deployed customized ServiceNow ITOM solutions to address specific business needs, such as automating provisioning workflows or optimizing resource utilization.
* Implemented region-based SLA’s for calculating wait time, processing time and cycle time.
* Discussing standard solution of the process with stake holders and client developers.
* Integrated ServiceNow Event Management with third-party monitoring tools, enhancing cross-platform visibility and enabling proactive incident management.
* Configuring and administering ServiceNow FSM module, including Discovery, Service Mapping, Event Management, and Cloud Management.
* Led the successful integration of ServiceNow FSM with ERP systems, enabling seamless data flow and enhancing operational efficiency.
* Implemented work order and work order management in FSM.
* Configured ServiceNow outbound REST integrations to synchronize data with external systems, ensuring real-time updates and consistency across platforms Developed Outbound REST and Soap based integrations.
* Implemented custom Flow designer to manage the flow of CASE including Approvals.
* Designed and implemented ServiceNow inbound REST APIs to ingest data from external sources, enhancing operational workflows and data accessibility within the platform. Created REST API’s and used to integrate the data/response.
* Proficiency in configuring and administering ServiceNow ITOM modules, including Discovery, Service Mapping, Event Management, and Cloud Management.
* Developed and deployed customized ServiceNow ITOM solutions to address specific business needs, such as automating provisioning workflows or optimizing resource utilization.
* Worked on Service Mapping, Event Management.
* Contributed to continuous improvement initiatives, such as version upgrades, platform enhancements, and process refinements, to maximize the value of ServiceNow investment and support evolving business needs.
* Conducted code reviews, performance optimization, and troubleshooting to maintain ServiceNow

platform integrity and ensure adherence to best practices.

* Implemented performance Analytics (PA), reports.
* 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 UI 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**: Alti zone Info Solutions Pvt.

**Role**: ServiceNow Developer

**Duration**: Sep 2018 to Feb 2022

**Responsibilities:**

* 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 creating and maintaining the inbound email actions for incident creation and

update.

* Configured CI (Configuration Item) classes, relationships, and attributes in ServiceNow CMDB to accurately represent IT infrastructure and services.
* Conducted regular audits and reconciliations to ensure CMDB data consistency with live environments, improving IT asset management and change management processes.
* Implemented ServiceNow CMDB and Discovery, ensuring accurate data collection and integration with other IT systems.
* Work on creating and maintaining workflows for triggering automated approvals and request

creations.

* Data loading in to various ServiceNow tables using Transform maps and implemented the
* Implemented ServiceNow scripting (JavaScript) within REST and SOAP integrations to customize data transformation, validation, and error handling logic.
* 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.

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

**Responsibilities:**

* Responsible for ITSM Administration and Configure, develop and unit test new functionality or defects on the ServiceNow Platform.
* Experience on the ITIL Process Configuration like Incident, Problem, Change Management.
* Tables, Fields creation and form layouts.
* Developed and customized ServiceNow ITSM solutions, including Incident Management, Change Management, Problem Management, and Service Catalog modules, to meet business requirements and improve operational efficiency.
* Reporting the development status in daily scrum calls.
* Worked on Incident management, Request management and handled the incidents and requests.
* Developed custom applications, workflows, Client scripts, UI policies, and business rules using ServiceNow tools such as Scripted APIs, UI Actions, and Script Includes.
* Catalog UI Policies to customize the instance as per Business needs.
* Worked on Catalogs, catalog items and created record producers, order guides in service catalog.
* Created the child request under the parent record.
* IT Service Management and IT Infrastructure Library in ServiceNow.
* Adding the users to the groups and adding roles to user & groups Aswell.
* Created custom SLAs, Notifications and provided support on its functionality related defects.
* Involved in creating and migrating of update sets between ServiceNow Instances.
* 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.