**Manohar Reddy**

\* 120 Gas Light Dr #9\* Weymouth, MA -02190

**Employer Details:**

Nancy Reagan

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**SUMMARY**

* **8 years** of experience in ServiceNow platform as both Developer and Administrator.
* Experience with Service Now ITSM modules like Incident management, Change management, and Problem Management, Service Catalog, User Administration, Reporting, and Discovery
* Configured Applications using ServiceNow tool used in ITIL Management. Strong understanding of ITIL.
* Deep functional and technical knowledge of the Service Now platform as well as experience in delivering medium to large-scale Service Now implementations.
* Functional knowledge and implementation experience of IT Service Management (ITSM) frameworks and demonstrated project management skills and experience working directly with customers and clients.
* Experience on Customer Service Management (CSM) & worked on customizing CSM Service Portal
* Experience in configuring customer data models and business to support their end consumers by creating case tracking.
* Experience in creating scripts like Client Scripts, Catalog Client Scripts, UI Scripts, and UI Policies, workflows for Service Catalog items in Service-Now.
* Expertise in creating and maintaining Access Control Rules for securing and providing the right access to the right person/role.
* Experience in configuring Data Sources, Import Sets, SLA/OLA, LDAP, and Transform maps.
* Involved in Data Integration and Migration with the existing Legacy systems using data loader.
* Extensive experience in activities related to SFDC Configuration like Creating Roles, Profiles, Email Services, Page Layouts, Workflow Alerts and Actions, and Approval Process.
* Experienced in creating **custom widgets**for showing **reports**and **dashboards**on Service Portal.
* Good working knowledge in **Single/Multi-provider SSO**and **SAML 2.0**Implementations.
* **Implement** and **Enhance** ServiceNow platform and modules per business requirements.
* Provide day to day **Operational Support** and **Maintenance**, including planned maintenance outages.
* Knowledge of AngularJS, JavaScript, jQuery, Bootstrap, CSS3, and other JavaScript Frameworks.
* Proactively develop and maintain technical knowledge in a specialized area, remaining up to date on current trends and best practices
* Experience with Microsoft SQL Server Reporting Services and developing DTS / SSIS packages.
* Hands on experience working on any industry leading reporting tools such as Power BI, Qlik, Tableau, etc.
* Experience writing SQL Stored Procedures and transact-SQL.

**EDUCATION**

**Master of Science in Information Technology Management January 2018-August 2019**

*Campbellsville University, Louisville, KY* ***GPA: 3.7/4.0***

**Master of Science in Applied Computer Science August 2013-December 2014**

*Northwest Missouri State University (Northwest), Maryville, Missouri, USA* ***GPA: 3.27/4.0***

**Bachelor of Technology in Computer Science June 2008-May 2012**

*Jawaharlal Nehru Technological University (JNT), Kakinada, AP, India* ***GPA: 3.2/4.0***

**TECHNICAL SKILLS**

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| --- | --- |
| **Programming Language** | : Objective-C, HTML, C#**,** Java, C, C++, and IOS. |
| **Scripting Languages** | : Java Scrip, Shell Script |
| **Web Technologies** | : HTML, CSS, XML  |
| **Methodologies** | : SDLC, Agile-Scrum, Waterfall |
| **Development Tools** | : ServiceNow, Discovery, Cognos, Crystal Reports, SSRS reports. |
| **Databases**  | : SQL Server, Oracle, Microsoft Access |
| **ServiceNow**  | : Incident Management, Problem Management, Change Management, CMDB, Asset Management, Customer Service Management (CSM), Project Portfolio Suite, Knowledge Management, Service Catalog, Angular JS, Bootstrap, Portal Design, Workflows, JavaScript, Sub flows, Catalog configuration, Incident Management, Problem Management, Change Management, Knowledge Management, UI Macros, Business Rules, Client Scripts, UI Scripts, UI Actions, UI Policies, Script Includes, Access Control Lists (ACL), ITSM Suite. |

**CERTIFICATIONS**

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| --- | --- |
| **ITIL® Foundation Certificate in IT Service Management** Certificate number: GR671312077MR |  Sept 2021 |

**RELEVANT EXPERIENCE**

**Keolis Commuter Services April 2015 – Present**

**Location:** Boston, Massachusetts **Role: Admin/Developer**

* Worked on internal portal for accessing all the business services by using ServiceNow Content Management Application.
* Worked with analyst to understand customer challenges and suggest optimal and effective ServiceNow solutions.
* Worked with analyst to analyze functional requirements within ServiceNow for Customer Service Management (CSM), Request Management, Incident, Problem, Knowledge, Change, Core Platform, Web services, interfaces etc.
* Configured Mid Servers on local Windows servers for ServiceNow Integrations and Discovery Application.
* Individually implemented Discovery Application for populating CMDB.
* Used REST & SOAP API web services for 3rd Part Integrations like UltiPro, Azure, Teams, etc.
* Migrated the update sets to Production and handle Release Management activities.
* Customized the forms and lists of Incident and Problem Management tables.
* Customized the used Change Application to personalize menus and rules as per process requirements.
* Extensively worked writing Server-side scripts, developing Business Rules, UI actions to achieve business rules in ServiceNow.
* Troubleshoot, support, and resolve technical issues, debug, tune and optimize performance.
* Used UI Macros to create pages as templates on the requirement.
* Worked on Update sets, UI scripts, Notifications as part of customizing the SNOW.
* Configured SLA workflow for the advanced SLA configuration.
* Developed ESS functionality and implemented appropriate workflow.
* Coordinated Service Catalog options, including two-step checkout, cart controls, variables.
* Creating and delivering ad hoc and routine reports as requested.
* Configured the Customer Data Models for B2C applications to enable businesses to support their end consumers by creating case tracking.
* Responsible for development of reports using SSRS, Business Objects.

**95+ Pitching Mechanics App, Academic Project May 2014-Dec 2014**

NWMSU, Missouri, USA

**Role: Development/Designing**

The Main vision of the app is to calculate the Body Angles of Baseball pitchers to improve skills and making them injury prone.

* Design and development of UI Handling, Views.
* Implemented the In-App Purchase, Apple Push Notification Functionality.
* Integrated Social Networking Sites Facebook, Twitter, and Gmail.
* Worked on user gesture detection.
* Involved in developing UI components / Outlets for the application screens.
* Develop application using Objective C, XCode, Interface Builder, Instruments, Cocoa Touch, and other iOS development tools Worked on user gesture detection.
* Involved in developing UI components / Outlets for the application screens.
* Used **Storyboards** to design application screen flows.
* Resolved bugs at various stages of application development.
* Performed unit testing and Performed profiling on the application to check on the memory usage of the application.
* Performed profiling on the application to check for any possible **Memory leaks.**