**Manoj P**

**Sr. ServiceNow Developer**

**sProfessional Summary**

* Around 11+ Years of IT Experience with 9 (nine) End to End Implementations of ServiceNow.
* Experience in Installation and Configuration of different modules of Service-Now.
* More than 9 years of experience on ITSM, And 6 years’ experience in ITOM modules.
* More than 5 years of experience in ITBM modules such as PPM, APM, Test Management Suite, ATF, Flow Designer, Demand Management, Agile Development.
* Hands on experience on Platform maintenance, Upgrades, Mid Servers, Troubleshooting and Skipped Update sets.
* Experience on unit testing which focusses on the programming errors and checked the code is working as required.
* Conducted comprehensive analysis of business processes, identifying improvement opportunities during the transition from BMC Remedy to ServiceNow, particularly in IT Service Management, IT Operations Management, and HR Workflows.
* Collaborated with audit teams, risk officers, and IT teams to gather requirements and deliver tailored ServiceNow solutions that meet the needs of Audit Management and IRM processes.
* Provided training and documentation to audit and compliance teams to ensure effective use of ServiceNow Audit Management and IRM functionalities.
* Collaborated with key stakeholders to gather business requirements and translated them into functional ServiceNow solutions, ensuring alignment with business objectives and seamless integration across departments.
* Led the design and implementation of customized ServiceNow solutions that improved operational efficiency, optimized workflows, and adhered to best practices in ITSM and ITOM modules.
* Developed detailed process documentation, including process maps and Standard Operating Procedures (SOPs), to streamline workflows and ensure compliance with industry standards and best practices.
* Facilitated workshops and training sessions for stakeholders, ensuring effective knowledge transfer of new ServiceNow processes, functionalities, and workflows, driving user adoption and operational efficiency.
* Monitored ServiceNow post-implementation performance, analyzing key metrics to identify areas for continuous improvement, driving further process optimization and increased user satisfaction.
* Provided strategic guidance for integrating ServiceNow with other enterprise systems such as SCCM, SCOM, SCSM, SAP, and Workday, ensuring seamless workflows and data consistency across platforms.
* Acted as a key liaison between business units and the technical team, ensuring clear communication and smooth implementation of process changes while addressing technical challenges.
* Spearheaded business process reengineering projects, delivering measurable improvements in workflow efficiency, reducing operational bottlenecks, and enhancing service delivery.
* Applied ITIL frameworks in ServiceNow implementations, optimizing IT service management processes and aligning them with the organization's goals for improved operational performance.
* Analyzed complex data from ServiceNow processes, generating actionable insights to enhance decision-making and drive continuous improvements in system workflows and efficiency.
* Conducted workshops and training programs for diverse audiences, successfully enabling users to adopt new processes and functionalities within the ServiceNow platform.
* Managed the integration of various IT systems and platforms within ServiceNow, ensuring smooth operation and functionality across different IT environments and organizational needs.
* Delivered tangible results by leading process optimization efforts, driving efficiency in IT service management and operations through strategic ServiceNow implementations.
* Played a key role in transitioning business operations from BMC Remedy to ServiceNow, ensuring a smooth transition with minimal disruption to day-to-day operations.

**EDUCATION**

* Master’s in IT Management (MBA) – Campbellsville University (2021-2023)
* Master’s in Business Administration (MBA) – International Technological University (2012-2014)
* Bachelors in Pharmacy – Andhra University (2006-2010)

**TECHNICAL SKILLS**

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| --- | --- |
| **ITIL:** | ITSM, Service Now, JavaScript, HTML, CSS. |
| **Scripting Languages:** | JavaScript, HTML, CSS, Ajax, XML |
| **Software Methodologies:** | SDLC, Waterfall, Agile, XP, Scrum, Web-services |
| **Databases:** | SQL |

**COURSES & CERTIFICATION**

* Asset Model Management – Micro Certification
* Automated Test Framework – Micro Certification
* Application Portfolio Management – Micro Certification
* Agile Development 2.0 and Test Management 2.0 Implementation – Micro Certification
* Flow Designer – Micro Certification
* Configure the CMDB – Micro Certification

**PROFESSIONAL EXPERIENCE**

**CVS Health, Remote January 2022 – Till now**

**Role: Sr.Service-Now Developer**

Responsibilities:

* Managed a variety of ITSM and ITOM initiatives, including Incident Management, Problem Management, Change Management, Service Catalogs, CMDB, Asset Management, and Service Portal.
* Performed day-to-day lead activities in the administration of ServiceNow in Development, Test, and Production environments to maintain business services and configuration item relationships.
* Customized UI by adding Tables/Fields, UI Policies, UI Actions, Business Rules, Client Scripts, and Script Includes.
* Ran daily and weekly jobs to import data into the application using Import Sets and Transform Maps.
* Automated onboarding and offboarding processes for ServiceNow HR service delivery, including self-service HR portals and integration with other HR systems.
* Designed, developed, and supported ServiceNow legal service delivery applications, monitoring system health and addressing user inquiries or issues.
* Regularly reviewed and enhanced Audit Management and IRM processes in ServiceNow, implementing updates based on audit results, compliance reviews, and feedback from stakeholders.
* Developed and implemented ServiceNow Integrated Risk Management (IRM) modules, including Risk Management, Policy and Compliance, and Audit Management, to improve overall risk visibility and governance.
* Configured risk assessments, issue tracking, and remediation workflows within ServiceNow IRM to ensure alignment with regulatory standards and corporate risk policies.
* Integrated IRM with other ServiceNow modules such as ITSM and GRC to provide a comprehensive view of organizational risks and compliance efforts.
* Conducted detailed process analysis to identify inefficiencies in legacy systems, recommending tailored ServiceNow solutions to streamline IT workflows, resulting in a 30% increase in operational efficiency.
* Facilitated regular meetings with business users and technical teams to bridge communication gaps, ensuring all project goals were aligned with business objectives and timelines.
* Designed and developed customized ServiceNow solutions focused on ITSM, ITOM, and HR modules, aligning system functionalities with business processes and optimizing service workflows.
* Created comprehensive process maps, flowcharts, and Standard Operating Procedures (SOPs) for ServiceNow workflows, ensuring teams adhered to best practices and compliance regulations.
* Conducted hands-on workshops to train stakeholders and users on new ServiceNow functionalities, ensuring smooth adoption and minimal disruption during transitions.
* Implemented monitoring solutions to track performance of ServiceNow workflows post-launch, using key performance indicators (KPIs) to identify areas needing further optimization.
* Integrated ServiceNow with enterprise systems such as SCCM, SCOM, and SAP, ensuring seamless communication between platforms and reducing data silos across IT operations.
* Acted as a central point of contact between business units and the technical development team, ensuring clear communication and timely resolution of any implementation issues.
* Led process reengineering initiatives to eliminate redundancies and streamline workflows, resulting in improved process efficiency and a significant reduction in service request processing time.
* Applied ITIL best practices in the design of ServiceNow workflows, improving incident, problem, and change management processes in line with industry standards.
* Conducted in-depth data analysis using ServiceNow reports to identify trends and generate actionable insights, leading to improved decision-making on service delivery enhancements.
* Facilitated cross-functional workshops to align business and IT teams, ensuring that all stakeholders were engaged and understood their roles in the successful deployment of ServiceNow solutions.
* Managed the end-to-end integration of ServiceNow with other IT systems, including SCCM and SAP, ensuring smooth data flow and reduced manual interventions between platforms.
* Continuously monitored and optimized ServiceNow processes, driving efficiency improvements and reducing service request backlogs by 35%.
* Led the migration of over 500+ processes from BMC Remedy to ServiceNow, ensuring minimal disruption to business operations and improving service desk response times.
* Created and updated Access Control List (ACL) rules to control data access.
* Transformed data into the ServiceNow database using Import Sets and developed complex transform scripts.
* Created ACLs for forms, tables, modules, and managed groups/roles as required, including email notifications.
* Developed UI within ServiceNow using JavaScript, Glide Script, UI Policy, HTML5, CSS3, and Business Rules.
* Developed Service Catalog items, designing workflows and execution plans.
* Configured SLAs for various ITIL processes in ServiceNow.
* Troubleshot and debugged platform issues, providing support and maintenance.
* Analyzed user requirements to improve system capabilities, automate workflows, and address scheduling limitations throughout ServiceNow development and delivery.
* Maintained Single Sign-On integration and created access control rules (ACL).
* Developed and integrated components such as SSO and LDAP.

**Fuse machines, India January 2018 – November 2021**

**Role: Sr. Service-Now Developer**

Responsibilities:

* Implemented various ServiceNow modules as per client requirements, including Incident Management, Problem Management, Change Management, Asset Management, and Service Catalogs.
* Managed daily administration of ServiceNow in Development, Test, and Production environments, maintaining business services and configuration item relationships.
* Automated onboarding and offboarding processes for ServiceNow HR service delivery, including self-service HR portals and integration with other HR systems.
* Worked in an Agile (Scrum) Development Team to deliver regular updates to business teams and project managers.
* Collaborated with cross-functional teams to assess business needs, leading the migration from BMC Remedy to ServiceNow, ensuring enhanced service management capabilities across IT and HR workflows.
* Engaged with key stakeholders, gathering and refining business requirements for ServiceNow implementation, ensuring solutions were tailored to meet specific departmental needs and improve service delivery.
* Led the configuration and implementation of ServiceNow modules, reducing manual tasks by automating workflows and improving incident resolution time by 40%.
* Documented end-to-end processes for ServiceNow implementations, providing clear guidelines for stakeholders and technical teams to follow for continuous process optimization.
* Designed and facilitated training sessions tailored to specific user roles, ensuring all team members understood how to leverage the ServiceNow platform for maximum efficiency.
* Regularly reviewed ServiceNow performance data, identifying bottlenecks and making necessary adjustments to improve system uptime and user satisfaction.
* Facilitated the integration of Workday with ServiceNow for HR management processes, enabling a unified platform for onboarding, performance management, and IT requests.
* Coordinated cross-team efforts during the ServiceNow migration, ensuring both business stakeholders and IT teams were aligned in terms of expectations and deliverables.
* Designed and developed custom Audit Management solutions in ServiceNow, enabling seamless tracking of audit activities, findings, and remediation actions.
* Created automated risk assessments and control testing functionalities within ServiceNow IRM, improving the identification, evaluation, and mitigation of organizational risks.
* Utilized advanced analytics and process mapping techniques to design optimized ServiceNow workflows, driving business process reengineering across departments.
* Used ITIL-aligned frameworks to implement ServiceNow processes that enhanced service desk performance, leading to a 25% reduction in ticket resolution time.
* Developed custom dashboards in ServiceNow to monitor key metrics, providing stakeholders with real-time insights into system performance and areas for improvement.
* Led interactive sessions that focused on knowledge transfer and best practices, ensuring that team members were proficient in utilizing new ServiceNow features post-implementation.
* Spearheaded the integration of external tools with ServiceNow, automating data exchange and reducing data errors across multiple platforms, streamlining overall operations.
* Implemented optimization strategies based on user feedback and performance analysis, ensuring continuous enhancement of ServiceNow processes and user satisfaction.
* Managed the entire lifecycle of the transition, from requirements gathering to post-implementation support, ensuring a seamless transition and 100% system uptime.
* Assisted the business analysis team in capturing business requirements via software reverse engineering, analyzing client's business processes and functionalities.
* Involved in all components of software delivery with a focus on requirements, design, and development.

**Inovalon private limited, India February 2016 – December 2017**

**Role: Sr. Service-Now Developer**

Responsibilities:

* Experience in understating the operation, testing, development, and support of ITSM, ITAM, ITOM, and Service Requests.
* Tested and debugging skills on ServiceNow platform.
* Tested on ServiceNow modules customization
* Tested ServiceNow instance integration using REST/SOAP APIs
* Carried out end to end testing of business workflows.
* Performed system unit testing and assessing the system holistically which includes integration testing to make sure the units work together.
* Partnered with ITSM teams to understand process requirements and translate them into technical specifications for Service Mapping implementation.
* Worked on providing Visual Task Boards and created dashboards to the Service Management team to better use the ITSM module and increase efficiency in resolving the issues across IT.
* Provided visibility to the performance and issues related to Discovery via the development and deployment of unified CMDB dashboards.
* Working with PMO, HR and IT Business Intelligence to collect and populate CMDB and applications in ServiceNow which in turn can be used to deploy ITOM and ITBM.
* Review the data being populated into the CMDB and act as a partial owner of the CMDB
* Worked on fixing the bugs with notifications and enhanced the notifications to collect all the ticket information.
* Meets with managers on a regular basis to discuss goal alignment, performance metrics, and development plans.
* Fixed the HR- Onboarding and HR- Off Boarding Service Catalog and enhanced the workflow based on the company Standards.
* Created Dynamic workflow for Application Access Management to auto route tickets and approvals.
* Performed end to end regression testing for ServiceNow upgrade.
* Maintaining ServiceNow performance daily
* Assisted in troubleshooting patch/release management issues, and upgrades
* Created a record producer to capture Enhancements, Defects and Ideas and provided access to end users to utilize the feature.
* Adheres to internal control and security measures designed to ensure regulatory compliance and mitigate losses and errors.
* Enhanced the Service Portal and made knowledge base available to all the users.

**UBS, Texas February 2015 – February 2016**

**Role: Sr. Service-Now Developer**

Responsibilities:

* Implemented Project Portfolio Management (PPM) to streamline project processes.
* Utilized Automated Test Framework (ATF) to eliminate manual testing for New York or higher releases.
* Managed Data Subject Requests (DSR) to maintain processing activities related to PI data.
* Used Discovery to populate the CMDB CIs through horizontal discovery.
* Handled Server Build/Decommission Requests for the Infrastructure team, updating CI records upon request submission, transitioning from Standard change requests.
* Provided solutions to manage CIs and avoid duplicate entries from Opsview, Taos, and Burwood integrations using REST APIs.
* Troubleshot integration issues using logs and transactions generated via Redlock integration.
* Managed Demand by creating record producers to enable users to submit Ideas.
* Implemented Test Management Suite for visibility of test cases during the upgrade to the Madrid version.
* Resolved skipped update sets post-upgrade to maintain system OOB.
* Developed deployment checklists for upgrade and regression testing as standard procedures.
* Documented changes made during enhancements and defect resolutions.
* Fixed bugs in existing workflows for service catalogs, following best practices for scalability.
* Redesigned Service Catalog Items to minimize ticket submission time, incorporating team feedback for clarity on new releases.
* Created project templates and roll-up calculations for tasks and sub-tasks using the Project Portfolio Management module.

**Fed-Ex, Memphis, TN September 2014 – January 2015**

**Role: Sr. Service-Now Developer**

Responsibilities:

* Upgraded the ServiceNow instance from Helsinki to Jakarta, including troubleshooting Service Portal issues.
* Managed the migration of Service Catalog to Service Portal.
* Integrated email with VCOM for cell phone provisioning and incident creation for end users using Inbound Email Actions.
* Implemented and customized the ServiceNow Mobile App, including push notifications.
* Designed solutions within the ServiceNow Platform, ensuring adherence to best practices.
* Conducted troubleshooting, maintenance, and upgrading of Mid Servers. Created, documented, designed, developed, and integrated applications using the ServiceNow Platform following best practices.
* Documented architectural solutions clearly and accurately. Implemented core integration components (LDAP, SSO, Discovery, MID Server) while considering dependencies, relationships, and integration points with other systems.
* Maintained Configuration Items (CIs) and modified forms and form sections. Configured IP addresses to identify undiscovered CIs in the CMDB.
* Developed solutions across the ServiceNow platform to utilize automation and integration capabilities, focusing on leveraging business services with out-of-the-box capabilities.
* Collaborated with cross-functional teams in an agile, fast-paced development environment. Developed applications with an agile/scrum team, ensuring timely delivery of regulated and unregulated software solutions.
* Promoted the use of shared infrastructure and ServiceNow roadmap to reduce costs and improve information flow.
* Provided software customization, including screen tailoring, workflow administration, report setup, data imports, integration, custom scripting, and third-party software integrations using REST APIs.
* Oversaw the successful planning, execution, monitoring, control, and closure of all technical tasks related to the configuration and implementation of ServiceNow.
* Integrated Purchase Order Requisition with MuleSoft using REST APIs to send data and update tickets with purchase order numbers.
* Managed data with Tables, CMDB, Import Sets, and Update Sets.
* Created workflow activities and approvals, and implemented new workflows using a variety of activities to understand how records are generated from workflows.

**Moneygram, Minneapolis, MN January 2014 – August 2014**

**ServiceNow Developer/Admin**

Responsibilities:

* Designed and implemented technical methodologies for the ServiceNow platform.
* Gathered requirements from stakeholders to develop Service Catalog items.
* Managed CMDB and Asset Management, including data migration from other applications and external databases.
* Created various front-end forms, and associated Client Scripts, and UI policies, including advanced customizations involving UI Pages and Macros.
* Designed workflows and reusable standard workflow templates.
* Enhanced the Discovery tool and configured CIs.
* Created dashboards based on requirements.
* Identified and reported inconsistencies in form fields and maintained CMDB CIs.
* Provided recommendations for data transfer between instances using Update Sets.
* Supported the implementation and administration of ServiceNow, including system configuration management, user and process requirement gathering, workflow customization development, and quality assurance testing.
* Created Data Sources from various external applications, developed scripts to parse incoming data, and transformed it into ServiceNow.
* Developed reports as required by management.
* Documented implementations and defined best practices within the team.
* Trained the Service Desk team and organized meetings to review content and testing efforts for UAT in quarterly releases.
* Participated in SSO integrations to provide single sign-on access to ServiceNow instances.

**Johnson and Johnson, Raritan, NJ June 2013 – December 2013**

**Role: Service-Now Developer**

Responsibilities:

* Developed a custom application for the SAP team's Application Enhancement Management using UI Actions, UI Policies, ACLs, and business logic.
* Integrated IBM Tivoli Netcool with ServiceNow to send and receive data to the Netcool Object Server, transforming Netcool events into incidents.
* Implemented scripted web services for Verizon eBonding Integration.
* Addressed gaps identified during the migration from ServiceNow Express to the Enterprise version.
* Utilized Orchestration for user onboarding and offboarding using LDAP integration and business logic.
* Collaborated with ServiceNow functional and admin teams in designing, developing, and implementing ServiceNow applications, providing architectural input and ensuring platform stability through adherence to design and development standards.
* Migrated knowledge articles from SharePoint and provided Helpdesk Team access to create and maintain knowledge articles.
* Supported and developed the ServiceNow platform and related applications with the IT Service Management implementation team to build ITIL and "best practice" process workflows within ServiceNow.
* Developed custom applications within the ServiceNow platform from the ground up.
* Administered a ServiceNow instance, including delegation of groups, workflows, business rules, UI pages, UI actions, UI policies, ACLs, catalog items, and updates to existing solutions.
* Wrote email scripts to generate source information embedded in emails to end users.
* Implemented the Contract Management application for the asset team.