**Manoj P**

**Sr. ServiceNow Developer**

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**Professional 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.
* Performed system unit testing and assessing the system holistically which includes integration testing to make sure the units work together.
* Integrated ServiceNow with Azure DevOps to automate the development and deployment processes, streamlining the release cycle and enhancing collaboration between development and operations teams.
* Created Knowledge articles & mentored & trained business users & Helpdesk users on ServiceNow platform.
* Performed the User acceptance test impersonating the end user where the platform is set up correctly to meet business outcomes.
* Hands on experience on ATF, Guided Tours, Mobile App, Automation, Troubleshooting.
* Hands on experience on ATF and it’s components such as TEST, TEST SUITES and Client Test Runner.
* Worked on CMDB and Asset Management in providing better scope of understanding on the inbound and outbound of assets.
* Developed and customized workflows to automate approvals, notifications, and task assignments in ServiceNow, improving overall process efficiency.
* Designed dynamic and responsive forms in ServiceNow to capture user input accurately, integrating them with backend workflows for seamless processing.
* More than 7 years of experience in Configuring Applications using ServiceNow tool, used in ITIL Management. Strong understanding of ITIL V3. Deep functional and technical knowledge of the ServiceNow platform as well as experience delivering medium to large-scale Service Now implementations.
* Participated in workshops with ServiceNow partner teams to help companies implement Service Now using best practices in ITSM.
* Functional knowledge and implementation experience of IT Service Management (ITSM) frameworks and demonstrated project management skills and experience working directly with customers and clients.
* Leveraging knowledge and experience to deliver end-to-end methodologies within Service Now, which includes architecting technical implementation of IT Infrastructure Library (ITIL) processes, organizing and prioritizing development effort, interfacing with vendors and management, and coordinating effort of administrators.

**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.
* Collaborated with the internal ServiceNow development team to create, test, and deploy new discovery patterns.
* Configured Azure DevOps pipelines to automate CI/CD processes for ServiceNow applications, ensuring smooth and continuous delivery of updates and enhancements.
* Leveraged Azure DevOps for source control and versioning of ServiceNow customizations, ensuring that all development items were tracked, reviewed, and deployed efficiently.
* Enhanced existing forms and workflows based on user feedback and business requirements, ensuring that they aligned with the organization's evolving needs.
* Implemented user-friendly forms with advanced field validation and conditional logic, reducing errors and ensuring data accuracy in ServiceNow processes.
* Developed scoped applications and integration code between ServiceNow and other enterprise business systems.
* Created a custom application (VARS - Vulnerability Access Response System) as part of vulnerability response.
* Implemented Vulnerability Response and Configuration Compliance capabilities, including configuration and workflow.
* Automated system-level processes, leveraging knowledge of Linux operating systems, storage, and networking.
* Developed and implemented integration workflows between AWS services and ServiceNow for seamless communication and data exchange.
* Created and maintained documentation for ServiceNow customizations, automation scripts, and workflows.
* Developed integrations and platform APIs.
* Collaborated with Service Owners and SMEs to ensure service maps are correctly related to appropriate Services and Service Offerings.
* Expanded SCCM integration and service connection.
* Managed workplace service delivery, creating, editing, and managing indoor map experiences, automating workplace steps, and generating on-demand reports using a single data model.
* Analyzed end-user requirements and business processes, working closely with users to automate processes in ServiceNow.
* Set up email and SMS notifications for incident and change management modules based on events and data changes.
* Wrote script includes and invoked them in business rules and client scripts.
* Created standard workflows for reuse and handled numerous custom events.
* Experienced in creating Client Scripts, Business Rules, Script Includes, UI Policies, UI Actions, Workflows, and Email Notifications.
* 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 using Azure DevOps to manage project tasks, track progress, and ensure timely delivery of ServiceNow enhancements.
* Provided support and troubleshooting for workflow and form issues, ensuring that all ServiceNow processes ran smoothly and without interruption.
* Developed and customized Service Portal.
* Worked on REST and SOAP integrations.
* Created applications, modules, tables, and columns in ServiceNow as per requirements.
* Managed user accounts and resolved tickets following Knowledge Articles.
* Troubleshot Access Control Lists (ACLs).
* Developed server-side and client-side scripts in a domain-separated instance.
* Used Import Sets for data loading from external files or databases to ServiceNow.
* Extensive experience with ServiceNow components such as UI Policies, UI Actions, Business Rules, Client Scripts, Inbound Actions, Roles, Email Notifications, Reports, and Dashboards.
* Created update sets to move customizations between instances and tested through multiple environments before production deployment.
* Loaded, manipulated, and maintained data between ServiceNow and other systems.
* Expert in instance maintenance activities, including preparing the instance for upgrade and cloning.
* Configured roles and groups, assigning groups to users.
* Created inbound email actions to process incoming emails for record actions or reply emails.
* Managed the migration of changes from one instance to another using update sets.
* Created and updated user accounts, groups, roles, and catalog items, and managed knowledge base articles.
* Trained in ServiceNow to facilitate the transition from Remedy to ServiceNow for internal ticketing.
* Collaborated with business teams to complete user acceptance testing and participate in integration testing.
* Proficient in the Software Development Life Cycle (SDLC), including requirement definition, design, programming/testing, and implementation of major application enhancements.
* 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.