**Neha Mishra**

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**SNOW Admin & Developer ∙ Data Analytic ∙ Business Analyst ∙ ServiceNow Architect**

**EXPERIENCE SUMMARY**

* **14 years of IT industry experience** in ITSM and CMDB Implementation in ServiceNow and BMC remedy as Developer and Admin
* Experience in Designing, Developing and Administering **ITSM, ITOM** and **SOMT** Modules in SNOW
* Strong knowledge of Telecom and Financial Domain
* Hands on experience on ServiceNow modules such as **CSDM** Frameworks, Event Management, Service Mapping, Service Catalog Requests, **CSM**(Customer service management), Configuration Management Database (**CMDB**), Service Now Administration, Incident, Problem, change, Knowledge Management System, Reports, Custom Applications, Performance Analytics, SOMT, **SAM**,**HAM**, Integrations with Web services
* Implementation of Configuration Management Plan to ensure tracking of IT assets and configurations
* Analyze the business requirement and recommend Solutions
* Well acquainted with **ServiceNow Discovery** and Mid server
* **Integration** of **ServiceNow** with other business applications using **SOAP** and **REST** api
* Customize and configure **ServiceNow modules, workflows, and forms**
* Troubleshooting and debugging experience with standard SNOW application
* Managing data with ServiceNow tables, **CMDB** import sets using **Transform Maps, Users, Groups and Roles**.
* **Maintenance** and **Operational support** of ServiceNow Applications
* Experienced in building **CMDB health Dashboards** and other reporting and Dashboards for Data monitoring
* Experienced in building **Java script** to **automate processes** and operations in ServiceNow
* Experience in working with Agile & Scrum methodology
* Good understanding of ServiceNow **CMDB hierarchy, table structure** and how CMDB and Asset data is handled.
* Well versed with **ITIL Processes** which are used for IT Service Management implementations
* Worked as **Process lead** to build & improve end to end process for **Asset lifecycle** and worked in adoption of new processes
* Uses ServiceNow Studio to design and build a custom application that streamlined the incident logging and tracking process. This involved creating new data models, implementing business logic through scripting, and integrating the application with existing ServiceNow modules.
* Strategic thinker with effective communication skills in interfacing with C-suite, cross-functional teams, business users, technology, and support teams
* Experienced in **SQL script**, **UNIX commands** and Shell scripts
* Good communication skills, interpersonal skills, self-motivated, quick learner, team player

**TECHNICAL PROFILE**

* Languages/Scripting : C, C++, Core Java, SQL ,UNIX, Shell scripting.
* Database : MS-Sql, Oracle9i/11g (SQL, PL/SQL)
* SNOW Modules :CMDB, Service Catalog, Incident Management, Change Management, Asset

 Management (HAM, SAM), Discovery and Reporting

* Products Tools : SNOW, Flexera, Eclipse, Toad, Putty, Splunk, and SQL Developer.
* Application Servers : Tomcat and Apache
* Domain Knowledge : Telecom, Financial and Health care

**EDUCTAION:**

* B.E, Anna University, Chennai, India, 2008

**CERTIFICATION**:

* ITIL V4 Foundation

**PROJECT DETAILS**

**Project Name – UET (Unified Event Ticketing)**

**COX Communication, Dunwoody, GA Nov 2021 to Till Date**

**Role: ServiceNow Architect**

**Environment: - SNOW (San Diego)**

**Description**

UET is unified event ticketing. Broadly Custom-built Snow application with CMDB, Incident, Problem, Change and Asset Management modules. It is integrated with various COX owned applications that feeds UET, and Data is maintained for end user reporting.

**Roles and Responsibilities**

* Implemented **Business rules, client scripts, scheduled jobs, UI Policies** to successfully meet the client’s need
* Using, maintaining and enhancing the **CSDM Model** based on business needs
* Implementation of the Modules that are needed for business such as - TNI (Telecom Network inventory), SOMT (Sales and Operation management for Telecommunication), CMDB, Service Catalog and CSM
* Design, develop, and implement **ServiceNow solutions** based on business requirements.
* Collaborate with business stakeholders to gather and analyze requirements for ServiceNow enhancements.
* Build and update the **process automations** depending on business needs
* Implemented Agile methodology in most of the projects played a major role in Creating User stories, defining complexity and scheduling dependencies (Follow - up task as part of user story) and follow-up with the other dependent teams to resolve the discrepancy and impediments.
* Perform regular **CMDB maintenance**
* **Integrate ServiceNow** with other business systems and application like BMC Remedy
* Provide operational support to ServiceNow applications and fix any application issue that user faces
* **Extending and configuring CMDB classes** and tables with necessary table changes
* **Interacting with clients** for gathering, analyzing, and documenting business requirements.
* Created **transform maps** both automatic field mapping and scripting.
* Worked with Application Owners to restructure CMDB based on Company's Architecture.
* Maintain **CMDB health dashboard**, compliance, completeness, and correctness.
* Manage and track relationships between configuration items
* Align and streamline Configuration Management efforts with the Incident, Problem, Change, Release, Knowledge, Asset, and Service Catalog practices
* Worked on App Engine Studio to enable the user permissions to dedicated role with specific access
* **Proactively identify opportunities** for improvement to the CMDB and related processes.
* Data Population for New Catalog Item, Maintenance of CI (Configuration Items) and workflows in CMDB module.

**Project Name – Asset & Business Process Management**

**E\*TRADE Financial, Alpharetta, GA Jan 2017 to March 2021**

**Role: - SNOW Lead**

**Environment: - SNOW (Jakarta)**

**Description**

To maintain the hardware and Software Data throughout their lifecycle and provide visibility to the organization in the form of Dashboards and presentations. Ownership for all the processes around the Assets, improvement, adoption, and training of existing Processes in the organization. Compliance and audit around the overall Asset Data

**Roles and Responsibilities**

* Used ITIL practices to implement Service Now applications in phase-by-phase approach.
* Transitioned BMC Application/platform to Service now standard/custom application platform and implemented ITSM and ITOM modules
* Worked with Service Catalog, creation of order guides and catalog items.
* Involved in configuring the Mid server and Discovery Patterns, ensured that discovery schedules running as expected
* Ensured it works in service portal.
* Responsible for creating homepages including basic Reporting. Analyzed various problems and Worked on **CMDB, HAM, SAM** and Asset management. Performed Data migration to import data from other Applications and external databases. Implementing ServiceNow Discovery and CMDB and integrating it with Change management.
* Managed screens and records that make up workflows within the mobile apps that is built with App Engine Studio.
* Process flow is configured for Incident Management based on various states of ticket
* Developed Client Scripts, UI Actions by using JavaScript as per the requirements.
* Defined users, groups and roles and providing access controls to use this application.
* Providing Table level and Field level security by Access Controls based on rules.

**Project Name – ABBOTT ITSM**

**Client: - Abbott Labs (USA) Aug2014 to Aug2015**

**Location: - IBM- Pune, India**

**Role: - Technical Lead**

**Environment: - Remedy ARS 8.1**

**Description**

Set up the infrastructure for Abbott labs to manage its departments and products. Create/manage their Foundation data, provided end to end support in Incident management, Problem management, Change management, Atrium CMDB and Service level management.

**Roles and Responsibilities**

* As a technical lead I was responsible to provide technical support, application enhancements, architecture solution and developing and maintaining integration with the ITSM/ITOM system.
* Interacting with onshore team & end clients for requirement gathering, analysis, and implementation and testing of system.
* Sync up with other components for balanced integration with application.
* Creating/updating Unix Shell script.
* Create/Manage Foundation data.
* Create/Manage the Reconciliation jobs in CMDB in order to have quality data in Asset Management.
* Supported Remedy Suite including ADDM, BCM, CMDB, Asset Management, Service/Incident/Problem/Change management.
* Troubleshoot Remedy environment or application issues.
Worked on upgrades and patch installs in production, test, and development environments.
* Create/modify Remedy workflows according to the requirements
* Create/modify Remedy reports.
* Develop and maintain system documentation.
* Customization of existing out of the box Incident management.
* Providing level 3 support on all modules mentioned above and providing solution and fix
* Worked for new integrations with ITSM.
* Create jobs/workflows to automate the system where possible.
* Worked with the up gradation of Remedy 8.1 to Remedy 9.1 and prepared the prerequisites, compatibility and documented the steps to complete the process.
* Modification in existing AIE and reconciliation jobs.
* Server monitoring & support.
* Cleanup activity.

**Project Name – IBASE**

**Company: - Atos Origin, Pune, India Feb2013 to Jul2014**

**Client: NSN**

**Role: Technical Lead**

**Environment: - BMC Remedy Atrium CMDB 7.6.00 on Unix**

**Description**

Project was about maintaining CI information and monitor as to their lifecycle where client used a Custom interface to import their data into CMDB through AIE

**Roles and Responsibilities**

* Handled role of Team lead and was responsible to provide technical support, application enhancements, architecture solution and developing and maintaining integration with the ITSM system.
* Actively involved in the transition of the CMDB project and Single handedly handled the application as a developer and project lead when other team members did not join the project.
* Trained new resources and them my team members.
* Created new Data exchange & Recon Jobs in CMDB
* Server monitoring & support.
* Cleanup activity by identifying duplicate data using SQL queries.
* Maintaining the server performance using UNIX commands and script
* Gathering additional client’s requirement & demonstration.
* Modification in existing AIE and reconciliation jobs in CMDB
* Cleanup activity.
* Designed and developed the remedy workflows to get data into CMDB from different integration systems.
* Troubleshoot processing of high volume of data into CMDB and identify the data quality as due to high volume we often faced time out issues so worked on performance tuning.
* Conduct Weekly meetings with clients to discuss the improvements of application and suggest the changes/enhancements feasible for the application.
* Provide Remedy technical training to teammates and client when needed.
* Structural designing and coding of a solution for developing a new application.
* Documenting, tracking, and communicating test plans/results/analysis/unresolved problems.
* Taken ownership for smooth implementation and testing of application.
* Preparing the help manual including flow and scenario, product development etc.
* Present and defend product designs and architecture to clients
* Ensure that development is performed as per requirements
* Communicate activities/progress to project managers, business development, business analysts and clients

**Project Name – Globe development**

**Company: Techmahindra Ltd, Pune, India Dec2011 to Feb2013**

**Client: Globe Telecom**

**Role: Application developer**

**Environment: Remedy ARS 7.5 & EMC Smarts**

**Description**

This project was about proactively monitoring the BT network where fault management system EMC Smarts was integrated with trouble ticketing system BMC Remedy. Here EMC was continuously monitoring the monitoring the network and whenever any fault arises in the network it creates a trouble ticket in BMC remedy. Then the trouble ticket was getting solved by a knock engineer

 **Roles & Responsibilities:**

* Installation of BMC Remedy 7.5 AR Systems.
* Installation of EMC Smarts
* Customized AR application
* Using SQL troubleshoot the issues related to Remedy forms
* Created SQL script and used them in remedy related DB workflows.
* Monitoring server performance using UNIX commands.
* Troubleshoot UNIX related server issues.
* Integrated BMC Remedy with EMC Smarts using remedy api .
* Created a workflow where smarts notifications are converted to remedy ticket and then escalation policy for critical tickets.
* Developed Remedy application using workflows and objects.
* Level 3 support for remedy application.

**Project Name - KPN Transition**

**Company: Techmahindra Ltd, Pune, India May2011 to Nov2011**

**Client: Globe Telecom**

**Role**: **Application developer**

**Environment:** Remedy ARS 7.5 & IBM Netcool

**Description**

This project was about to provide end to end solution to KPN network and for monitoring the KPN network proactively, IBM Proviso was integrated with IBM Netcool and IBM Netcool with BMC Remedy. Where IBM Proviso was a fault monitoring system which generates the reports based on the health of the network and it was integrated with IBM Netcool which fault monitoring system it receives data from IBM proviso and based on the severity of the alerts which came from IBM Proviso, the trouble ticket get created in the BMC remedy. Then the trouble ticket will be solved by a knock engineer

 **Roles & Responsibilities:**

* Installation of BMC Remedy 7.6 AR Systems
* Implementation of Ticket Lifecycle for BMC Remedy ITSM.
* Configuration of ITSM
* Verified the quality of foundation data using SQL queries.
* Updated the foundation data using SQL queries on client’s demand.
* Designed workflows of Incident Management (IM), Problem Management (PM), Change Management (CM) and Service Level Management (SLM)
* Implementation of Atrium Core CMDB.
* Integrated Atrium core (CMDB) with BMC Remedy.
* Configured Email Engine and integrated with Remedy Forms.
* Integrated BMC Remedy with IBM Netcool.
* Created workflows for getting Netcool alerts into Remedy form.
* Created Deployable applications by using various forms and workflows.
* Customization of AR applications using various workflows.

**Project Name - SVC Vantive**

**Company: Tech Mahindra Ltd, Pune, India April 2010-May2011**

**Client: AT&T**

**Role: Application developer**

**Environment: Remedy ARS 7.6.04**

**Description**

In this project we had developed four applications BONS(broadband outage notification system), CTTS( customer trouble ticketing system), OTTS( operational trouble ticketing system) and SDPM

(service desk problem management) which were integrated with various other At&T network monitoring tools so whenever the fault arises in the network a Trouble ticket was getting created in these application.

 **Roles & Responsibilities:**

* Installation of BMC Remedy 6.3, 7.1 and 7.5 AR Systems.
* Developed four Remedy applications CTTS (customer trouble ticketing system) , BONS(broadband outage notification system) ,OTTS( operational trouble ticketing system) and SDPM (service desk problem management) using remedy objects and workflows.
* Customization of above AR applications.
* Using SQL scripts verified the remedy schema.
* Maintenance of above four applications
* Providing support and enhancement to the Remedy AR System.
* Maintaining server efficiency – managing disc usage, clear error logs and make sure server object are used efficiently to minimize down times
* Documentation of changes and production of manual for user reference.
* Giving 24\*7 Support to Remedy Application
* Handling client call for issues and also giving solution for the same.
* Ensuring quality in development based on specified standards.
* Delivering end user training for Remedy application users.
* Provided support for the application and gather business requirements to
* Implement enhancements that meet the business needs. This often results in
* Modification of the out of the box application or creation of add-on functionality