priyanka chinnapareddy

### Senior ServiceNow Developer

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# PROFESSIONAL EXPERIENCE

## **JP Morgan Chase, Plano, TX December 2021 - Present**

*Senior ServiceNow Developer*

* Experience working with different modules in ITSM – Incident Management, Problem Management, Change Management, Knowledge Management, Customer Service Management (CSM), Enterprise request Management and ATFs.
* Developed and configured ServiceNow FSM solutions to streamline field operations and improve service delivery.
* Utilized Service Portal design principles to enhance user experience, including responsive design, intuitive navigation, and personalized content delivery.
* Developed and customized HRSD modules within ServiceNow to streamline HR processes and improve service delivery.
* Collaborated with HR teams to gather requirements and implement solutions that enhance employee experiences.
* Designed user-friendly HR service portals, enabling employees to access resources and submit requests efficiently.
* Integrating ServiceNow HAM with other IT management systems such as IT Service Management (ITSM), Configuration Management Database (CMDB), and procurement systems to ensure accurate and synchronized asset data across the organization.
* Enhanced the mobile interface for field technicians, allowing real-time access to work orders, customer information, and update capabilities.
* Followed best practices for ServiceNow development and HR Service Delivery, including adhering to ITIL processes, maintaining high code quality, and ensuring system performance.
* Experience with Service Portal development and developing artifacts like contextual search, advanced search, widgets, and portal pages. Have worked on developing Inbound Email Actions to cater to the needs of different of LOBs (Line of Businesses).
* Created interactive and dynamic front-end components using HTML, CSS, and AngularJS to enhance the user experience and ensure a seamless integration with ServiceNow’s backend.
* Developed custom integration framework using REST APIs, script mapping and exception library for Request Management and Customer Service Management (CSM) in ServiceNow.
* Have experience interacting with stakeholders to identify the business needs, design the scope, propose solutions, presented demos to the customer and working in agile scrum development team.

## **USAA, Remote October 2021 – November 2021**

*Senior ServiceNow Developer*

* Identifying opportunities for process improvements and optimizations within the ServiceNow HAM framework for gathering feedback from users, analyzing data trends, and implementing changes to enhance efficiency and effectiveness in asset management.
* Integrated HRSD with existing systems to ensure seamless data flow and enhance reporting capabilities.
* Developed and configured EAM modules in ServiceNow to manage the lifecycle of organizational assets efficiently.
* Set up and customized HR Case Management to manage employee inquiries, complaints, and service requests, ensuring effective tracking and resolution.
* Designing and configuring ServiceNow EAM modules to meet business requirements. This involves creating custom fields, forms, workflows, and business rules.
* Experience working with CMDB, configuring Mid Servers, setup Discovery Schedules and troubleshooting issues and debugging logs.
* Applied HTML and CSS to design and style user interfaces, ensuring that they are visually appealing, consistent with branding guidelines, and responsive across various devices.
* Integrating ServiceNow EAM with other systems such as ERP (Enterprise Resource Planning) systems, IoT (Internet of Things) platforms, or third-party applications to ensure seamless data flow and operational efficiency.
* Creating Business Rules and Fix Scripts for data rationalization.

## **Humana, Remote October 2020 – September 2021**

*Senior Consultant*

* Leveraged Glide scripting to create server-side scripts, including Business Rules, Script Includes, and GlideAjax calls, to facilitate complex data manipulations and integrations in ServiceNow.
* Have worked in agile scrum team to effectively deliver the project. Have collaborated with the offshore team to address timely production support.
* Conducted testing and troubleshooting of HRSD applications, ensuring functionality and user satisfaction.
* Worked closely with UX/UI designers to translate design requirements into functional and visually appealing ServiceNow interfaces using HTML, CSS, and AngularJS.
* Worked on ServiceNow integration with other applications like Jira, Qualtrics and Securonix using Web Services and REST APIs.
* Provided ongoing support to end-users, troubleshooting issues, and performing regular maintenance tasks to ensure the stability and performance of the ServiceNow EAM platform.
* Experience working in various modules in ITSM, SecOps, CSM, ITOM, GRC, SecOps and ITAM domains. Developed custom scoped application for facilities management to maintain the processes from Remedy.
* Overseen end-to-end inquiries and services requests in ServiceNow CSM module & optimized ServiceNow CSM workflow to improve efficiency and productivity.

## **Intuit, Plano, TX April 2019 – September 2020**

*Senior ServiceNow Developer*

* Working with BU owners and customers to gather requirements and work on enhancements to maintain the ITSM and SecOps platform within the company.
* Developed and customized Service Portal widgets using AngularJS and JavaScript to create responsive and user-friendly interfaces for ServiceNow applications.
* Provided training and support to HR staff on new features and enhancements within the ServiceNow HRSD platform.
* Monitored performance metrics to identify areas for improvement and drive continuous enhancements in HR service delivery.
* Provided training and support to HR staff and end-users on the new Service Portal and HR Service Delivery features, ensuring smooth adoption and effective use.
* Created user guides, documentation, and conducting training sessions for stakeholders to ensure effective use of the ServiceNow EAM platform.
* Following agile project management and actively participate in sprint demos and retrospect.
* Ensured that asset management practices comply with organizational policies, industry standards, and regulatory requirements through configuration and enforcement of governance rules within ServiceNow. Worked on SN integration with Slack, Service Insight, Salesforce and SerraView using REST APIs and Workato recipes.
* Experience with creating Business Rules, Client Scripts, Script Includes, UI Actions, UI Policies, Data Policies, ACLs, Transform Maps, Catalog Items, Workflows, Flows, SLAs and Email Notifications.

## **Comcast, Philadelphia, PA November 2018 – March 2019**

*ServiceNow Developer - SecOps*

* Gathering requirements from the Stakeholders and Product Owners to develop a secure GRC and SecOps platform. Experience working in a fast-paced Agile Environment.
* Built integrations between the HR Service Delivery module and other systems (e.g., Active Directory, payroll systems) to ensure seamless data flow and accurate information.
* Worked with configuring Security Incident Response (SIR), Vulnerability Response (VR), Risk Management and custom modules for Data Loss Prevention (DLP) and CSOC.
* Integration of ServiceNow with Qualys and scheduling the integration run for different BU subscriptions in Comcast TPX. Created security assessment survey (SAS) templates for TPXS.
* As part of ServiceNow SecOps team, worked closely with different security teams. Worked on the roadmap to migrate the processes from Archer and Risk Fabric.

## **Cuna Mutual Group, Chicago, IL May 2018 – October 2018**

*ServiceNow Administrator/Developer*

* Developed and configured HR Service Delivery modules, including Case Management, Employee Service Center, and Knowledge Management, to streamline HR processes and improve employee experiences.
* Worked on end-to-end implementation of Incident Management, Change Management, Problem Management, Event Management, Asset Management, Project Management, GRC, Reporting and Integrations.
* Experience with Discovery, defining CI class types and maintaining CIs in CMDB in ServiceNow.
* Created and customized Service Portal widgets and pages to provide a user-friendly interface for employees accessing HR services and information, enhancing overall service accessibility.
* Designed and developed the Service portal for end user support model.
* Experience with migration from Cherwell to ServiceNow and Servicenow-Azure integration. Experience with inbound alert notification from VSTS and Azure Environments.

## **McAfee, Plano, TX Jan 2018 – April 2018**

*ServiceNow Administrator/Developer*

* Agile and Lean principles into team practices to ensure the team maintains focus on quality and continuous delivery. Customizing and developing ServiceNow Platform using Server-Side Scripts and Client-Side Scripts.
* Wrote and maintained JavaScript code to create custom business logic, enhance client-side interactions, and implement dynamic functionality within ServiceNow applications.
* Customized and optimized HR workflows to automate and expedite HR processes such as onboarding, offboarding, and employee requests, improving operational efficiency.
* Developed and analyzed functional requirements for systems implementations and convert the functional requirements into ServiceNow technical design.

## **Biz Technix, Hyderabad, India August 2013 – September 2015**

*ServiceNow Systems Engineer*

* Monitored and analyzed user feedback and system performance to identify areas for improvement and implemented changes to enhance HR service delivery and portal functionality.
* Worked on implementation of Change Management, Incident Management, Problem Management, Service Catalog, Configuration Management and Reporting.
* Involved in all technical aspects of ServiceNow project and service delivery. Troubleshooted and supported ServiceNow based applications and systems.

## **Vivera IT Applications & Consulting Pvt. Ltd., Hyderabad, India March 2012 – July 2013**

*Technical Consultant*

* Demonstrated organizational skills, self-motivation, flexibility, and the ability to work and thrive in a fast-paced, energetic, highly creative, entrepreneurial environment.
* Worked on SQL queries, SQL tuning, PL/SQL tuning and performance tuning.

## **Palm Leaf Technologies Pvt. Ltd., Hyderabad, India April 2011 – February 2012**

### *Software Trainee*

* Worked in writing SQL stored procedures and functions. Provided technical support for and applied expertise in information extraction and retrieval.
* Extract, transform, and load (ETL) data from multiple sources according to set protocols to best meet the business needs.

# EDUCATION

## **Master of Science in Information Technology and Management 2019 - 2020**

Campbellsville University, Louisville, KY

## **Master of Business Administration 2015 - 2017**

City University of Seattle, Seattle, WA

## **Bachelor of Technology 2007 - 2011**

G. Narayanamma Institute of Technology & Sciences, Hyderabad, India

# TECHNICAL SKILLS

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| Programming | JavaScript, jQuery, Powershell, HTML, XML, CSS, JSON, AJAX, SQL |
| Operating Systems | Windows |
| Database Systems | Oracle 11g, SQL Server |
| Tools & Applications | ServiceNow, Workato, Microsoft Azure, Jira, VersionOne, Cherwell, Lucidcharts, Visio |
| ServiceNow Products | ITSM, CSM, CMDB, ITOM, GRC, SecOps, PPM, ITAM, HRSD |

# CERTIFICATIONS

ServiceNow Certified System Administrator (CSA) **|** Oracle SQL Expert **|** Oracle DB Certified Administrator (OCA)