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**Professional Summary**

* 13+ years of professional experience and **3+ years in ServiceNow** platform as Developer and Administrator
* Hands-on design, development and deployment experience with ServiceNow
* Worked on Business Rules, Client scripts, UI policy, UI actions and schedule jobs
* Configuring Data Sources, Import Sets, SLA and Transform maps
* Developed Service Catalogs include new item creations along with Order guides, record producer, Variable Sets
* Designing new Workflows and modifying the existing workflows according to new requirements.
* Worked on User Administrations (Groups, Users and Roles). Creation of custom tables, fields, sections, Form Configurations
* Maintained Access Control Rules (ACL) for securing and providing the right access to right person/role
* Developed reports, dashboards as per client requirement
* Created ATF test scripts to test the PI features
* Worked on major Applications and modules like Customer Service Management (CSM), Incident Management, Problem Management
* Well versed with ITSM process and concepts
* Developed Functional and Technical Specifications and provide Users Training.
* **Experience in working on cloud-based applications**
* Acted as a liaison between Business and vendors in development. Point of contact for any production issues and provided 24\*7 global support of critical applications in a rotating on-call environment
* Interaction with Client regarding the new issues and upcoming deliverables in the project
* 4+ years of experience in **DevOps** and Build Release Engineer using latest DevOps tools like Jenkins, GIT, Docker, Kubernetes, Ansible, Sonar
* Experience in team induction by proper delegation of roles and responsibilities
* Implemented DevOps methodology which helped in automating infrastructures, automating workflows and streamline deliveries
* Experience in Linux environment. Good knowledge in application server’s administration in global production environment
* Designed, deployed, maintained and supported Continuous Integration/ Continuous Delivery CI/CD for existing and new platform services
* Worked on latest development technologies like ActiveVOS, Pega Rules Process Commander (PRPC) (BPM tools) and Java/J2EE technologies as well
* 5+ years of development experience on BPM tools 9.0.2, 9.1.0.7 and 9.2.2 versions of ActiveVOS and 5.2, 5.5 and 6.1 versions of Pega (PRPC)
* Extensive experience in Agile model of development
* Exposed to all aspects of Software Development Life Cycle (SDLC) such as Analysis, Planning, Developing, Testing, Implementing, postproduction analysis of projects
* Good interaction with Developers, managers and team members to coordinate job tasks and strong commitment to work Quick learner and excellent team player, ability to meet tight deadline

**Education**

| **Degree** | **University** | **Year of Passing** |
| --- | --- | --- |
| Master of Computer Application  (MCA) | Acharya Nagarjuna University  (RVR & JC College of Engineering) | 06/2007 |

**External Certifications**

* **ServiceNow Certified Application Developer (CAD)**
* **ServiceNow Certified System Administrator (CSA)**
* **ServiceNow IT Services Management(ITSM)**
* **ServiceNow Automated Test Framework Micro-certification**
* Certified System Architect (CSA) in 7.2 version
* Certified System Architect (CSA) in 5.5 version
* Sun certified Java professional SCJP 1.5

**Experience**

| **Organization** | **Designation** | **Duration** |
| --- | --- | --- |
| Tech Mahindra Americas | Tech Specialist | (05/2019) – Till Date |
| Tech Mahindra | Tech Lead | (03/2013) – (04/2019) |
| Cognizant Technology Solutions India Pvt. Ltd | Consultant CRM | (12/2011) – (03/2013) |
| Xchanging Technology Services India Pvt. Ltd | Software Engineer | (10/2010) - (12/2011) |

**Technical Skills**

| **Operating Systems** | Windows XP/7/8, Red Hat Linux Enterprise v6.x/v7.x, Ubuntu 12.x |
| --- | --- |
| **Languages** | **ServiceNow**, HTML, XML |
| **Scripting languages** | Shell scripting, **Java Script** |
| **Framework** | **Automation Test Framework (ATF)** |
| **Databases** | Oracle 10g |
| **NoSQL Database** | **MongoDB** |
| **BPM Tools & Utilities** | ActiveVOS 9.0.2, 9.1.0.7, 9.2.2, PEGA 5.2, 5.5, 6.1,7.1, Cordys BOP4 CU15 |
| **Build and CI/CD tools** | Jenkins 2.6, Maven, Kubernetes (K8S) |
| **Data Processing** | Spark |
| **Cloud Computing** | Azure |
| **Version Control System** | SVN, GIT |
| **Virtualization tool** | Docker |
| **Application Server** | Tomcat 6.0, IBM Web sphere 6.1, 7.0, 8.0, wildfly-8.2.0 |
| **Domain Knowledge** | Telecom, Insurance, Banking |

**Projects Profile**

| **10.** | **Project Names: Ticket2Ride (T2R)** | |
| --- | --- | --- |
| **Client** | AT&T | |
| **Role** | ServiceNow Admin/Developer | |
| **Organization** | Tech Mahindra Americas | |
| **Duration** | (05/2021) – Till date | |
| **Environment**  **(with skill versions)** | **Software** | **Technology:**  ServiceNow, Java Script |

**Project Description:**

Ticket2Ride (T2R) is a huge transformation project to ServiceNow from AOTS (AT&T One Ticketing System) Legacy applications of AT&T which eliminate multiple ticketing and inventory systems​ by Introduce workflows to improve process efficiencies and handoffs. Target system will be ServiceNow as a SaaS-based solution to serve as the single ticketing and change management system across the company. Lower cost, enhanced scalability, next gen solution​. It has different product lines like IPFLEX, HSIA, ADI, ADIG, AVPN, MRS, ASE, ASEoD, UVN, CHCS.

**Contribution:**

* Defined users, groups and roles and providing accessing permissions
* Created custom tables, fields and configuring Access Controls over them forsecuring and providing the right access to right person/role
* Created and updated workflows using flow designer based on business req
* Responsible for building Catalogs, Catalog categories and Record producers.
* Create and used update sets to move customizations between instances from Dev to Test, Test to UAT, UAT to PROD
* Created UI Actions and UI Policies in customizing forms and buttons
* Participated in validating Form and Table level using UI Policies
* Created Business rules and client scripts based on the requirements
* Worked on email notifications and reports
* Defined Service Level Agreements (SLAs)
* Handled incidents which are assigned to our group
* Personalization/Maintenance of Forms/Lists
* Involved in integration of NOWIA with ServiceNow which is mediation with external systems
* Interacted and Involved in PI planning with ART scrum teams
* Created **ATF** (Automated Test Framework) tests to test PI features
* Worked on various modules of ServiceNow like Customer Service Management (CSM), Information Technology Service Management (ITSM) for AT&T
* Having experience in using Leankit which is used for program level artifacts (features, dependencies, risks) and team level artifacts (user stories, objectives)

| **9.** | **Project Names: Kepler-CP, DLE** | |
| --- | --- | --- |
| **Client** | AT&T | |
| **Role** | Production support Tech Manager | |
| **Organization** | Tech Mahindra Americas | |
| **Duration** | (05/2019) – (04/2021) | |
| **Environment**  **(with skill versions)** | Software | Technology:  Java/J2EE, Spring Boot, Kafka, Microservices  Cloud: Microsoft Azure  Data Processing: Spark  Data Science: R language, Python  NoSQL DB: MongoDB  CI Tool: Jenkins 2.6, Docker, Kubernetes, apache-maven-3.3.9, Sonar-5.6  SSH Network: Putty, WINSCP |

**Project Description**

Kepler-CP: Capacity Planning (CP) 2.0 is a tool that will be used to manage tech supply and demand across geographies. The tool includes big data forecasts for volumes, job durations, tech availability, etc. as well as an interface where Capacity Planners will consume and interact with the forecasts. Functionality for IEFS and TFS capacity management planners has been delivered as part of 2019 year. Functionality for Integration Optimization (IO) AFO area targeted in 2020. Functionality for TFS Business Services area, improvements in Forecast & Optimization solution features are targeted for 2021, 2022 &2023 deliveries.

Dispatch Learning Engine (DLE), an application to optimize nation-wide field operations daily job scheduling and assignment based on job priorities, SLAs, technicians’ schedule, and skills. Every night run more than 500 CPU/Mem-intensive instances of the optimization program, one for each geographical area called Routing Group, to produce the job-to-tech assignment plans that meet all SLA and scheduling constraints. The assignments are adjusted during the day of operation as needed.

**Contribution:**

* Responsible and first point of contact to business and users for all production issues for both Kepler-CP and Kepler-DLE applications
* Coordinating with business and development teams to reflect all code changes in production
* Responsible to engage the team for 24\*7 production support for both Kepler-CP and Kepler-DLE
* Responsible for all auto build and deployments on both production and non-production servers with objective of fast deployment by eliminating human errors
* Responsible to create docker images in production with latest code changes from development team
* Responsible for setting up the cronjobs in Azure environment for all Routing Areas for DLE application
* Reschedule all or partial cronjobs based on the re-org
* Monitor intraday runs i.e. Morning, MidMorning, Afternoon and Home Dispatch runs for DLE application and appropriate action if require
* Identify the root cause for the issue by using the logs and involve all the require stakeholders if require
* Responsible to complete the run within specified SLA and will involve business teams if any of the RA execution not going to complete in stipulated time
* Responsible to check the server health periodically
* Monitoring and Setup notification of the Microservices to send notifications via Email and alerts.
* Coordinate with Source team for any discrepancy of data in Kepler DB (Mongo DB) and take necessary action to clear the data discrepancy
* Coordinate with PAS team for any Golder Gate issues and for any new replicate to create for new collections in Kepler
* Managing SPARK cluster by ensuring all the spark jobs are up and running 24\*7
* Follow necessary actions if any of the spark jobs or spark cluster is down/unavailable to make it up and running
* Ensuring all services are up and running for Kepler-CP application
* Ensure all the models publish to CP from Kepler. Debug the root cause if any of the model did not publish to CP (users)
* Responsible to create Change Request (CR) using BMC Remedy for any production deployment and get the CR fully approved with different approver groups
* Co-ordinate with production deployment team to complete all deployments in production and DR environments
* Responsible to create C2W for any outages and involve all concern stakeholders
* Responsible to complete OS patching for all Kepler servers every semester

| **8.** | **Project Name: AOTS-vTM** | |
| --- | --- | --- |
| **Client** | AT&T | |
| **Role** | Configuration & Deployment Manager | |
| **Organization** | Tech Mahindra, India | |
| **Duration** | (06/2016) – (04/2019) | |
| **Environment**  **(with skill versions)** | **Software** | Technology: Java/J2EE, Java Design Pattern, Spring Boot, Kafka, Camunda & Microservices  Operating System: Redhat Linux 6.7  Application server: wildfly-8.2.0, wildfly-10.0.0  CI Tool: Jenkins 2.6, Docker, Kubernetes, apache-maven-3.3.9, Sonar-5.6  Source Control: SVN  SSH Network: Putty, WINSCP |

**Project Description**

AOTS-vTM is an automated platform for handling Trouble Management & Change Management for the AT&T clients. This application can manage the whole life cycle of a ticket. Customers can logged ticket by using this application and monitor the stages of ticket life cycle. There is one analytics module which is giving issues reasons, time taken to resolve the ticket and full overview of last three-month ticket life cycle.

**Contribution**

* Building CI/CD process from scratch
* Worked in all areas of Jenkins setting up CI for new branches, build automation, plugin management, schedule jobs
* Implemented master slave configurations in Jenkins to build and deploy
* Managing user and role access on Jenkins which helps in securing the jobs to build and deploy by unauthorized user
* Responsible for all auto build and deployments on both production and non-production servers with objective of fast deployment by eliminating human errors
* Setup of Jenkins, MAVEN, SVN, SONAR on Linux (Redhat) servers
* Configured and deploy eco pipeline workflow for AJSC6/7 services which includes Jenkins, GIT, Docker, Kubernetes and Ansible
* Experience in using MAVEN as build tool for the building of deployable artifacts
* Build artifacts (war) are deployed into wildfly application server by integrating shell scripts in Jenkins
* Working on SWM GUI to deploy Camunda AJSC 5 services on different environments
* Responsible to configure AT&T eco pipeline with Cloud Jenkins, Kubernetes
* Using SPLUNK for tracing the logs and maintain code quality using SonarQube
* Setup of different environments with all artifacts which includes production and non-production
* Responsible to schedule meeting with complete development team to prepare production deployment plan which need to deploy on production server
* Prepare production deployment document which consist of all artifacts which need to move to production server in details with commands and source server paths
* Responsible to have call with client to review and get confirmation for production deployment
* Responsible to create and maintain of cron jobs on linux server
* Working on redis server
* Responsible for trouble shooting the issue by using the server logs, Camunda logs
* Responsible to check the server health periodically

| **7.** | **Project Name: IRU Unlock** | |
| --- | --- | --- |
| **Client** | AT&T | |
| **Role** | Tech Lead | |
| **Organization** | Tech Mahindra, India | |
| **Duration** | (06/2015) – (05/2016) | |
| **Environment**  **(with skill versions)** | **Software** | **BMP Tool :** ActiveVOS 9.2.2,  **Application Server :** WebLogic 9.2 |

**Project Description**

IRU Unlock project deals with automatically unlocking the ATT customers to unlock their device and allows to move to another network if the customer pass all the required validations. Using this project, the complete process is automated, but earlier the process was mostly manual and little process was automated. This service will be applicable for Current AT&T customer, Non AT&T customer and CRU customer. Customer can submit request for unlock directly from logging into AT&T and also can check his unlock status after submitting the request for unlock. For Unlock, customer need to select one customer type among the three customer types and also need to provide the few more required details like mobile number, IMEI number, last 4 digits of SSN and can submit unlock request. He will receive thank you page which consists of required information along with his mobile number.

**Contribution**

* As a lead, guided the team for the quality output by following best coding standards
* I have involved in development & implementation of client requirements using BPEL ActiveVOS
* I have involved in creating new BPEL flows, XQuery functions and Xunit test cases
* Responsible to solve the system testing issues/bugs

| **6.** | **Project Name: eMWorkFlow** | |
| --- | --- | --- |
| **Client** | AT&T | |
| **Role** | Tech Lead | |
| **Organization** | Tech Mahindra, India | |
| **Duration** | (09/2013) – (05/2015) | |
| **Environment**  **(with skill versions)** | **Software** | **BPM Tool :** ActiveVOS 9.1.0.7, Portal Factory 8.0  **Application Server :** WebSphere 8.0 |

**Project Description**

AOTS-ASI flow is launch through BIDC. AOTS-ASI eMWorkFlow project is combination of Portal and ActiveVOS. Initially Portal screen will launch and latter portal will support ActiveVOS flow to launch, which consist of create and view/update flows.

AOTS-ASI eMaintenance Widget (eMWorkFlow) is used to create a ticket, view/update ticket and Search ticket functionality which support Transport and Managed services for AT&T customers using eM webservices. Transport Create will support for AVPN (Domestic AVPN) and OPT-E-WAN and Managed will support for AVPN-Managed, MIS/PNT, BVoIP, Cloud, MSS, MRS and EVPN services.

Here, User can create a new ticket as per his requirement for Transport and Managed services. Latter user can view the created ticket. If user wants, he can update the created ticket like he can escalate the ticket, Contest the ticket, Request To Close the ticket, he can Add a Note to the ticket, he can update the editable fields and refresh the ticket.

User can Search particular ticket or he can Search through set of conditions. By using this eMWorkFlow UI, user is more comfortable to create, update and search the tickets.

**Contribution**

* Involved in fixing Oct 2013 release Issues
* As a lead I am involved in providing estimation for Feb release enhancements
* Involved in development & implementation of client requirements (enhancements) using BPEL ActiveVOS and also guided my team to achieve this
* I am involved in designing HLD, creating new BPEL flows, guides (Screen flows) and unit test cases
* Successfully managed the development and testing teams for migration of ActiveVOS from 9.1.0.6 to 9.2.2 version, which was latest version
* Responsible for effective communication between the offshore team and onsite coordinator and with customer
* Responsible to manage the complete documents required for project audit.
* Responsible to prepare project Metrics, Risk and Issue Register and mitigation plan for the project

| **5.** | **Project Name: COMET** | |
| --- | --- | --- |
| **Client** | AT&T | |
| **Role** | Tech Lead | |
| **Organization** | Tech Mahindra, India | |
| **Duration** | (03/2013) – (08/2013) | |
| **Environment**  **(with skill versions)** | **Software** | **Languages :** Java 1.6  **BPM Tool :** ActiveVOS 9.0.2  **Application Server :** WebSphere 7.0 |

**Project Description**

COMET (Customer Order Management and Engagement Tool) application serves CCS Business Group of AT&T. Commercial Connectivity Services (CCS) helps the enterprise connect their WAN with AT&T cellular network in order to keep their mobile workforce connected to the enterprise network.

Capture and forward the customer and configuration data to the target systems or groups in an automated manner to minimize the opportunity for manual error and manual re-entry of data. Replacement of Network Service Order (NSO) tool and consolidation of excel/word based attachment forms used by CCS today.

Created a One stop solution for CCS customer/order information and journey that involves multiple user groups using Java based GUI and AVOS (BPM COTS Product from Active Endpoints) and Provided real time status of customer orders, tracking human activity work queue, sending automated escalations, reminders and automating the product build process to extent possible and also Maintain historical configurations of customer orders.

**Contribution**

* Played an important role in Application development and participated in client calls
* Responsible in fixing Production Issues
* Involved in preparing the HLD document and application development for Aug release by maintaining closer interaction with client
* Involved and supported End2End testing of Aug release
* Prepared the Unit test cases and Unit tested the code and fixed the defects
* Fixed system testing defects and successfully delivered Aug 2013 release into production

| **4.** | **Project Name: DMS (Delivery Management System)** | |
| --- | --- | --- |
| **Client** | Yes Bank | |
| **Role** | Team Member | |
| **Organization** | Cognizant Technology Solutions, India | |
| **Duration** | (08/2012) – (02/2013) | |
| **Environment**  **(with skill versions)** | **Software** | **BPM Tool :** Cordys BOP4 CU15  **Application Server : Tomcat** 6.0 |

**Project Description**

Yes Bank currently, manages and tracks the dispatch of the deliverables through excel sheets and the entire flow i.e. deliverables printing to the courier vendor for dispatch and finally delivery to the customer is in silos. Hence, this manual process is time consuming and error prone.

So Yes Bank needs to have an automated mechanism to manage and track the deliverables life cycle, for achieving Better customer service, Risk Management, Reduction in administrative overheads, Quality/Process Improvement, Availability of all data related to deliverable under one system.

**Contribution**

* Responsible in preparing the design doc and application development
* As a senior resource, I am responsible in development of Business logic
* Build the user interface for the application (DMS) using Xforms, which is a rapid application development (RAD) environment that facilitates building of applications based on Web services
* Involved in preparing the unit test cases and executed them successfully

| **3.** | **Project Name: DMS (Document Management System)** | |
| --- | --- | --- |
| **Client** | JPMC | |
| **Role** | Team Member | |
| **Organization** | Cognizant Technology Solutions, India | |
| **Duration** | (12/2011) – (07/2012) | |
| **Environment**  **(with skill versions)** | **Software** | **BPM Tool :** Pega PRPC 6.1  **Application Server :** WebSphere 6.1 |

**Project Description**

Document Management System project will deliver a Client document management solution that will assist clients to create, exchange, complete, and capture client tax documents during account setup, income approval, periodic compliance and reporting. This can serve as a reusable frame work for any other projects related to Document management system.

**Contribution**

* Responsible in Application development and involved in regular calls with clients
* Responsible for preparation of low level technical design document for create request and document configuration modules
* Strictly adhered to the PRPC guard rails as defined by PEGA Systems
* Creation of activities for implementing core business logic
* Involved in PRPC flow diagrams using Visio
* Prepared User Interfaces (section, harness, flow action)
* Created Declarative expressions for a value change on the properties
* Involved in attaching SLA in assignments
* Used Jira tool to tack the defects
* Played an active role in resolving unit test and system test defects

| **2.** | **Project Name: XCS - Cambio R1b** | |
| --- | --- | --- |
| **Client** | Xchanging Technology Services | |
| **Role** | Team Member | |
| **Organization** | Xchanging Technologies Services, India | |
| **Duration** | (04/2011) – (11/2011) | |
| **Environment**  **(with skill versions)** | **Software** | **BPM Tool :** Pega PRPC 5.2  **Application Server :** WebSphere 6.1 |

**Project Description**

Normally ECF subsequent submissions are automatically routed to the prior ‘owner department’ identified, unless a ‘future owner department’ has been created. New workflow routing is proposed using Singleton as an identified grouping to route claims to a new department inbox for processing.

An investigation into how to select and updated existing ECF work objects in XCS workflow was previously started which as now becomes Project Cambio. The original work looked at options for identifying singleton ECF work extant in XCS but did not continue to develop the work on how this work might be updated on XCS workflow so that future work on the same claim would be routed to the new queue.

**Contribution**

* Responsible in Application development
* Unit tested the code and involved in fixing bugs identified during testing
* Involved in regular onsite calls
* Played an active role in preparing of Technical documents
* Managed, migration of code from one Environment to another i.e. UAT tp Production server
* Provided training to fresher’s and guided them in the project

| **1.** | **Project Name: ECF2-Allocate** | |
| --- | --- | --- |
| **Client** | Xchanging Technology Services | |
| **Role** | Team Member | |
| **Organization** | Xchanging Technologies Services, India | |
| **Duration** | (10/2010) – (03/2011) | |
| **Environment**  **(with skill versions)** | **Software** | **BPM Tool :** Pega PRPC 5.2  **Application Server :** WebSphere 6.1 |

**Project Description**

The Allocate function within the ECF2 platform provides carrier organizations with workflow functionality in support of managing and handling claims transactions through their internal processes. This functionality is designed to be provided to all carrier organizations who have adopted ECF2.

The allocate function will provide tools to enable the transaction to be manually or automatically route to a team or an individual claims adjuster to review and respond. Upon receipt the adjuster will be able to route from the workflow screen into the review and Respond screens with in ECF2.

**Contribution**

* Responsible in Application development
* Involved in creation of decision and declarative rules
* Created sections to store the content for User Interface
* Unit tested the code and involved in fixing bugs identified during testing
* Involved in onsite call