SAIDATH MILKURI

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PROFESSIONAL SUMMARY

* Qualified IT Professional with 9+ years of total experience as a ServiceNow Developer.
* Led ServiceNow implementation projects, including requirements gathering, solution design, testing, and deployment, ensuring alignment with business objectives.
* Proficient in configuring and customizing IT Service Management (ITSM) modules within the ServiceNow platform to align with ITIL best practices and organizational requirements.
* Experience in designing and implementing ITAM solutions to manage the entire lifecycle of IT assets.
* Proficient in Configuration Management Database (CMDB) implementation and management, including CI classification, relationship mapping, and synchronization with discovery tools for accurate and up-to-date configuration data.
* Create and design automated test cases within the ServiceNow instance using the Automated Test.
* Implement regression test suites in ATF to ensure that system updates, enhancements, or configurations do not introduce regressions or unintended side effects.
* Strong JavaScript skills for client-side scripting, business rule scripting, and UI customization in ServiceNow.
* Proficient in ServiceNow platform administration, configuration, and customization to streamline IT service delivery and optimize workflows.
* Implemented and optimized ServiceNow workflows using Workflow Editor and Flow Designer, incorporating script logic to automate multi-step processes.
* Leveraged Scripted REST APIs and Web Services to integrate ServiceNow with external systems, enabling seamless data exchange and process orchestration.
* Utilized Business Rules and Script Includes to enforce data integrity, trigger automated actions, and extend platform capabilities.
* Generated JavaScript’s to create Business Rules, Client Scripts, UI Policies and UI Actions.
* Extensive experience in the development and customization of Service catalog items and workflows.
* Proficient in ServiceNow scripting languages including JavaScript, GlideScript, and Jelly to customize and extend platform functionality.
* Created and maintained Scheduled Jobs and Scripted APIs to automate routine tasks, integrate with external systems, and optimize system performance.

TECHNICAL SKILLS

* ServiceNow Development: Scripting, Business Rules, UI Policies, Workflows.
* IT Asset Management (ITAM): Asset Discovery, Asset Lifecycle Management.
* Asset Management Tools: HAMPro, SAMPro.
* Integration: ServiceNow Integration Hub, REST API and SOAP web services.
* Languages: C++, Java, PowerShell, python
* Scripting Language: JavaScript, HTML, CSS
* ServiceNow App Engine: Creating custom applications and modules.
* Database: MYSQL, CMDB, AWS
* Experience with ServiceNow Service Portal, Discovery, Orchestration, and Performance Analytics
* Packages: Microsoft (Word, PowerPoint, Excel, Active Directory, Azure Active Directory, Exchange 2016 and Office 365)

**PROFESSIONAL EXPERIENCE**

**Client: Fiserv, Georgia.**

**Role: ServiceNow Developer Oct 2022 – Present Responsibilities:**

* Coordinate the development, testing, and deployment of ServiceNow.
* Provide quality assurance on all deliverables.
* Participate in performance testing efforts by designing and executing automated performance test scripts using ATF to assess system performance, scalability, and response times.
* Coordinate the design of the program work plan and implementation modalities, define the composition of the program team, and develop individual work plans.
* Continuously refine and enhance automated test suites in ATF based on feedback, changing requirements, and evolving best practices to optimize testing efficiency and effectiveness.
* Lead and motivate the program team and foster a positive work environment, respectful of both men and women, and ensure that the highest standards of conduct are observed.
* Contribute to the management and upkeep of risk management and issue management logs and processes for the program.
* Manage work queues for multiple clients, ensure work is well defined and scoped, and assigned to ServiceNow Technical Consultants for development.
* Lead weekly meetings with clients to discuss their needs and ensure current work assigned to team is progressing.
* Present, educate and persuade clients on best practices as it pertains to their ServiceNow environment.
* Coordinate with Subject Matter Experts for requests from clients when needed.
* Perform ongoing account management to ensure customer satisfaction and to drive additional revenue streams.
* Manage client accounts by coordinating and leading weekly scrum meetings to discuss needs, delegating work to other internal consultants, and ensuring current work assigned to team is progressing and meeting client needs.
* Strive to achieve customer satisfaction with every client.
* Coordinated work between other developers on projects and led teams in an agile environment.
* Self-manage assigned work by understanding client requirements and identifying solutions to

clients, seek direction from Senior PSC and senior resources, and reach out for help proactively.

**Company: Amazon Development Center, India**

**Role: ServiceNow Developer June 2017– FEB 2022 Responsibilities**:

* + Coordinate the development, testing, and deployment of ServiceNow.
	+ Collaborate with cross-functional teams to gather and analyze business requirements for ITAM processes.
	+ Develop, debug, and maintain client-side and server-side scripts using JavaScript, GlideScript, and other scripting languages supported by ServiceNow. This involves writing scripts to automate tasks, enforce business rules, and enhance platform functionality.
	+ Configure and optimize asset discovery tools to maintain an accurate inventory of IT assets.
	+ Integrate ServiceNow with HAMPro, SAMPro, and other Asset Management Tools for seamless data flow.
	+ Design and maintain the organization's service catalog in ServiceNow, including defining service offerings, catalog items, and fulfillment workflows.
	+ Develop and implement automation solutions using ServiceNow workflows, business rules, and scripting to automate routine tasks, enforce process compliance, and improve operational efficiency.
	+ Contributed to the enhancement of ITAM processes by collaborating with stakeholders to understand requirements and implementing solutions in ServiceNow.
	+ Provided ongoing support for ITAM solutions, addressing user issues, and ensuring the smooth functioning of asset management processes.
	+ Experience in all phases of Software Development Life Cycle (SDLC) such as Requirement gathering, Designing, Developing, Coding, Debugging, Testing, Implementation, and Maintenance.
	+ Hands-on Experience in ITIL Service Management and also familiar with the technical implementation of various Service Now modules such as Incident Management, Change Management, Problem Management, Knowledge, Service Catalogue, Reporting, Configuration Management.
	+ Implemented, documented and maintained the Service-Now platform to meet specific business needs to support ITIL and business processes.
	+ Responsible for maintaining and growing data held within Service Now such as our users, locations, configuration items, service catalog items.
	+ Extensive development in our Service Now platform including creation and customization of our Incident, Request, Service Change, Service Level, Knowledge and Configuration (CMDB)applications and processes.
	+ Contribute to the management and upkeep of risk management and issue management logs and processes for the program.
	+ Manage work queues for multiple clients, ensure work is well defined and scoped, and assigned to ServiceNow Technical Consultants for development.
	+ Lead weekly meetings with clients to discuss their needs and ensure current work assigned to team is progressing.
	+ Collaborated closely with business stakeholders to gather and analyze requirements, ensuring that ITAM solutions met the specific needs of the organization.
	+ Coordinate with Subject Matter Experts for requests from clients when needed.
	+ Manage client accounts by coordinating and leading weekly scrum meetings to discuss needs, delegating work to other internal consultants, and ensuring current work assigned to team is progressing and meeting client needs.
	+ Coordinated work between other developers on projects and led teams in an agile environment.
	+ Self-manage assigned work by understanding client requirements and identifying solutions to clients, seek direction from Senior PSC and senior resources and reach out for help proactively.

**Company: Sapplica Info Technologies, India.**

**Role: ServiceNow Developer April 2016 – June 2017 Responsibilities:**

* + Design and architect ServiceNow solutions tailored to meet the specific requirements and objectives of each client by translating business needs into functional requirements, workflows, and system configurations within the ServiceNow platform.
	+ Develop custom functionalities and applications within the ServiceNow platform using scripting languages such as JavaScript and GlideScript.
	+ Customize ServiceNow applications to align with client-specific business processes and requirements
	+ Conduct thorough testing of ServiceNow configurations, customizations, and integrations to ensure they meet functional requirements, quality standards, and performance expectations.
	+ Collaborate with clients to conduct user acceptance testing (UAT) and gather feedback for refinement.
	+ Successfully integrated ServiceNow with HAMPro and SAMPro, establishing seamless data

synchronization and improving overall asset visibility.

* + Customized integration workflows to automate data transfer between ServiceNow and HAMPro/SAMPro, reducing manual efforts and minimizing errors.
	+ Provide training and knowledge transfer sessions to client stakeholders, administrators, and end users to ensure they understand how to effectively use and maintain the implemented ServiceNow solutions.
	+ Create training materials, documentation, and knowledge articles as needed.
	+ Assist clients in managing changes, releases, and upgrades within the ServiceNow environment.
	+ Plan and coordinate change management activities, including impact assessments, risk analysis,

and communication plans.

* + Responsible for technical design, ServiceNow code and architecture and work with key business units to build solutions and processes, supporting maintenance, continual service improvement, and new capabilities on the ServiceNow platform.
	+ Provide ongoing support, troubleshooting, and maintenance for deployed ServiceNow solutions.
	+ Address client inquiries, issues, and enhancement requests in a timely and effective manner. Monitor system performance, availability, and security to ensure optimal operation.
	+ Implemented monitoring tools and dashboards to track system performance, identify bottlenecks, and generate reports for management review, enabling data-driven decision- making.

**Company: Techasoft Pvt. Ltd, India.**

**Role: ServiceNow Developer Aug 2014 – March 2016 Responsibilities:**

* + Developed and customized ServiceNow applications/modules, aligning them with industry best practices and client-specific requirements.
	+ Created and Maintained foundation data - User Accounts, Approvers, Support Groups, Create new service catalog requests and items with variables.
	+ Create, monitor, modify, and publish service catalog workflows with approvals.
	+ Build reports, gauges, and home pages.
	+ Search, populate, and customize the knowledge base.
	+ Created Reports and Dashboards designed for the team to monitor the team performance, status, assignment SLA and other tasks.
	+ Experience in configuring and customizing all aspects of ServiceNow - UI Actions, UI Policies, UI Pages, Business Rules, Client Scripts, Script Includes, Catalog Client Scripts, Catalog UI Policies, Email Scripts, Roles / Groups, Service Catalog, Reports, Inbound Actions and Notifications.
	+ Managed Update sets, Organized UAT and pushing it to the Production Instance.
	+ Experience in scripting to call APIs. and creating portals.
	+ Proactively identify opportunities for improvement to the CMDB and related processes.
	+ Experience working in and managing multiple update sets and coordinating their promotion throughout multiple instances.
	+ Perform release notes analysis, testing, release and change activities for Service Now releases (Paris, Quebec, Rome, and San Diego).
	+ Have been part of Business process improvements/enhancements /Documented PDD’s

for service now catalogues.

* + End to end ownership of automating services to production – including analysis, planning, design, develop, test, debug, document and push to production.
	+ Created Knowledge articles to document the steps in creating the catalog items.
	+ Created strategic technical roadmaps for current and future customers.
	+ Performed periodic health checks and systems tests for the instances.