SAIDATH MILKURI

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PROFESSIONAL SUMMARY

* Qualified IT Professional with 10 years of total experience as a ServiceNow Developer.
* Strong understanding of IT Asset Management processes and best practices.
* Experience in designing and implementing ITAM solutions to manage the entire lifecycle of IT assets.
* Experience in ITSM Development including Requirement gathering, Developing, Production support and System upgrades on ITSM and Monitoring.
* Specific experience with HAMPro and SAMPro, showcasing the ability to work with and optimize these tools for effective IT Asset Management.
* Create and design automated test cases within the ServiceNow instance using the Automated Test
* Framework (ATF) to validate functionality, workflows, and integrations.
* Implement regression test suites in ATF to ensure that system updates, enhancements, or
* configurations do not introduce regressions or unintended side effects.
* Proven expertise in designing and implementing robust ITAM solutions, with a focus on optimizing processes and maximizing asset lifecycle efficiency.
* Seeking a challenging role to contribute technical proficiency and leadership skills in a dynamic IT environment.
* 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.
* Involved in hands on design and development of the UI Scripts and Service Catalogs.
* Proficiency in scripting languages such as JavaScript, as well as experience with ServiceNow's scripting capabilities for customization and automation
* Designed and implemented business solutions on the ServiceNow ITSM platform.
* Experience in Glide Scripting for creating UI Action and Business rules.
* Managed Active Directory using PowerShell Script.
* Experience in Client side and server-side scripting.

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, RESTful Web Services, SOAP.
* Languages: C++, Java, PowerShell, python
* Scripting Language: JavaScript, HTML, CSS
* ServiceNow App Engine: Creating custom applications and modules.
* Database: MYSQL, CMDB
* 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: Lead 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 and customize ServiceNow applications/modules, ensuring alignment with industry best practices.
* 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.
* 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.
* Implemented custom workflows, business rules, and UI policies to enhance the functionality and user experience of the ITAM solutions.
* 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.
* Initiated Scrum calls, live meetings, Organized Meetings and Application walk-through meetings.
* 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.