**Sharandeep Madamshetty**

**ServiceNow Developer**

**CAREER SUMMARY**

Experienced ServiceNow Developer with 9 years of experience in ServiceNow platform implementation, support, development administration, ITSM development, ITSM project delivery, PPM, SPM, and ITSM consultation. Additionally, I have expertise in HR Service Delivery, CSM implementation, Software and Hardware asset management, CMDB administration, software reclamations, workflows, and integrations using Flow Designer. Proficient in out-of-the-box implementations, as well as integrations using connectors and Integration Hub.

I am a ServiceNow Developer with extensive expertise in IT Service Management (ITSM), Customer Service Management (CSM), Project Portfolio Management (PPM), Service Portfolio Management (SPM), Human Resources Service Delivery (HRSD), Software Asset Management (SAM), Hardware Asset Management (HAM), and Integrations. Proficient in JavaScript, HTML, CSS, jQuery and portal development, consistently delivering scalable and efficient solutions. Adept at leading successful platform upgrades, configuring CMDB structures, and optimizing mid-server implementations. Proven ability to streamline processes, enhance user experience, and implement innovative solutions to meet business objectives. Strong analytical and problem-solving skills combined with excellent communication and collaboration abilities. Committed to staying abreast of ServiceNow best practices and industry trends.

My commitment, results-driven approach, innovation, engagement, and consistent delivery drive me in developing solutions on the ServiceNow platform. Participating in various learning exercises, workshops, and certification programs helps me stay updated with changing technologies. The application of this knowledge helps me achieve success as I collaborate with various teams to deliver results and solutions.

**ROLES PERFORMED**

* ServiceNow Developer
* ServiceNow Administrator

**CERTIFICATIONS**

* ITIL V3 Certified
* ServiceNow Certified System Administrator
* ServiceNow Certified ServiceNow Developer

**WORK HISTORY**

**AT&T, Dallas, TX Jan 2023 – Till date**

**Role: Sr. ServiceNow Developer**

**Project Description:** AT&T has developed a new system to provide infrastructure and support to deliver fiber broadband services all over USA. As part of this initiative any Service Provider can utilize AT&T infrastructure to deliver their fiber broadband services. Service Assurance is the primary product of AT&T as other customers uses AT&T network to sell their products. This service assurance is achieved using ServiceNow infrastructure.

**Responsibilities:**

• Built and maintained enhancements for **TSM process** to deliver business solutions.

• Developed **automated script** to clean-up data related to Customer addresses, Network assignment, Port assignment, telecom account assignment, billing account assignment, switch assignments via **SOAP/REST** **API’s.**

• **Worked with 3rd party implementation**/development teams (Prodapt, Kendryl, Tech-Mahindra) to ensure enhancements are developed, tested, documented and trained/business tested before **deploying to production**.

• Obtain go/no-go approval from business stake holders **prior to production deployment** based on non-prod **enhancement delivery**.

• Design, implementation, and ongoing maintenance of Configuration Management Database (CMDB) and Discovery processes.

• Collaboration with cross-functional teams to ensure accurate and up-to-date information is captured, supporting various IT Service Management (ITSM) processes and enhancing overall organizational efficiency.

• Designing solutions for CMDB and Asset Discovery using the ServiceNow platform.

• Lead the design and implementation of the CMDB in ServiceNow, ensuring it aligns with organizational needs and best practices.

• Working with stakeholders, partners and service owners to align on CMDB and Discovery needs using the ServiceNow ITOM product and growing the operational relevance of the CMDB in alignment with best practices.

• Partner with IT Asset Management teams to align discovery trend data with asset lifecycle management data requirements.

• Develop POC’s, tests, and releases solutions that are future-proof, customer centric, adoptable, and addresses key asset lifecycle needs.

• Develop/implement continuous improvement initiatives related to CMDB data accuracy, completeness, and usability.

• Implemented integration with Pure Storage, Hasi Corp Vault to develop automation and orchestration solutions to streamline data collection and ensure real-time updates to the CMDB

• Build documentation and materials for end-users, ensuring they understand the importance of CMDB data and how to interact with the system

• Developing solutions integrating ServiceNow with other ITSM tools and third-party systems

• Engage **dev-ops** team to do prod and non-prod deployment and verifying deployment works as expected.

• Built/Administrated/Managed multiple **schedules data loads** to feed the AT&T **service delivery flows and sub flows**.

• Built and Managed Various **Transform Maps, Scheduled Imports, Import sets, mapping scripts, data sources** that delivered data into AT&T instance in **XML, JSON, Excel sheets, Payloads, 3rd party files and other e-data formats.**

• Developed **enhancements for CSM** module of ServiceNow to **engage, accommodate and on-board** new/local service providers like (Wow, Verizon, EarthLink) etc.

• Built **external REST API’s for** local service providers to make **CSM** calls to engage and collaborate with AT&T ServiceNow.

• Worked with Scrum teams to develop, demonstrate and implement required solutions related to **TSM, CSM and ITSM** modules of ServiceNow

* Developed various **portal pages and forms** using **UI builder** and Next UI for **latest UI experience**.
* Developed **custom solutions** **using APP Engine Studio**, leveraging Studio based experience for **faster delivery**.

• Built API’s to make service calls between **multiple instances** of AT&T **ServiceNow**.

• Developed workflows utilizing **Flow Designer** to deliver flows related to **order process flow, order execution, billing account assignment** (based on API call to the billing system).

• Developed **flow designer flows** to create fallouts and re-try mechanism for **failed REST API calls**.

• Developed a **standard log** pattern to identify alerts, info’s, warnings, and error codes to **troubleshoot API calls**.

• Built **Alerts and notifications** to identify critical log messages related to API failures and **memory overload conditions**.

• Track Mid-Server memory utilization for storing temporary log files related to port allocation and IP Address assignment.

• Worked with Scrum teams to develop, demonstrate and implement required solutions related to **TSM, CSM and ITSM** modules of ServiceNow.

• Worked with other developers to deliver solutions for enhancement requests, break fixes, hot fixes, and new features for **Service Now Telecom Modules like TNI, Service Bridge, Telecom extended CMDB, FBBNI, FBBNB, TDA,** etc.

**Ohio Department of Transportation, Columbus, OH Jan 2018 – Jan 2023**

**Role: Sr. ServiceNow Developer**

**Project Description**: Ohio Department of Transportation provides different services to people in Ohio. ServiceNow is used to build and maintain internal applications related to roadways, salt dispensing, Sign boards, highway cameras and sensors, traffic signals, and also applications related to HR, procurement, order management. All the IT infrastructure related to Ohio Department of Transportation is maintained using ServiceNow.

**Responsibilities**:

• Build integration **Workflows using Flow Designer** and **Integration Hub**.

• Develop custom flows for **HR Case Management** to transfer HR Cases by fetching the data from **Center of Excellence**.

• Built Automated access management flow to **onboard and offboard new users**.

• Built automated access management flow to integrate with **OKTA for app’s access management**.

• Implemented ServiceNow **connector to Integrate** with HR Workday to import **HR data**.

• **Develop SLAs, OLAs, notifications and reports** for applications on ServiceNow.

• Develop and deploy automated solutions with **ServiceNow Orchestration**.

• Responsible to develop system integration solutions using web services like **SOAP/REST, XML, HTML, AJAX, CSS, and HTTP**.

• Designing solutions for CMDB and Asset Discovery using the ServiceNow platform.

• Lead the design and implementation of the CMDB in ServiceNow, ensuring it aligns with organizational needs and best practices.

• Working with stakeholders, partners and service owners to align on CMDB and Discovery needs using the ServiceNow ITOM product and growing the operational relevance of the CMDB in alignment with best practices.

• Partner with IT Asset Management teams to align discovery trend data with asset lifecycle management data requirements.

• Develop POC’s, tests, and releases solutions that are future-proof, customer centric, adoptable, and addresses key asset lifecycle needs.

• Developed Service **Portal Widgets** using **Angular JS** to get custom behavior as per business requirements.

• Involved in continuous **enterprise platform** related **process improvement,** while working with other teams including **Incident Management, Problem Management, and Change Management processes**.

• Collaborate with **asset management teams** to maintain integrity of **CMDB**.

• Provided key technical insight in the designing and supporting **ServiceNow applications** while aligning to Service Management **best practices**.

* Developed various **portal pages and forms** using **UI builder** and Next UI for **latest UI experience**.
* Developed **custom solutions** for Finance Division **using APP Engine Studio**, leveraging Studio based experience for **faster delivery**.

• Delivered various solutions department specific solutions using **LDAP, MID Servers, Workflow administration, Reporting, Form/UI configurations, Notifications, data imports, custom scripting.**

• Created specific modules for Predix **Service Offering (SaaS, PaS, laaS)** and **Related Cl’s in ServiceNow**.

• Provided ServiceNow support to Customer Support team (**Tasks related to Service Offering /Configuration Management Process/ CMDB**).

• Maintain platform health by **monitoring health metrics, manage cloning and maintain prod support process**.

• Created and maintained **Data Dictionary** related to Configuration Management and CMDB.

• Imported **Security Server CIs into ServiceNow CMDB**.

• Experience in working with **Database views** **to build complex relationships to help build reports**.

• Experience in working with **CMDB Query Builder** to create reports.

• Developed various IRE (**Identification and Reconciliation Engine**) rules like **Identification Rules, Dependency Rules** etc.

• Configured multiple **Catalog Items/Order GUides** Front-end web / GUI components using **JavaScript, CSS, HTML5, worked on UI Macros** to create pages as templates on requirement from the stake holders.

• Created **database views to fetch and schedule various reports** on variables used by **catalog items**.

• Created the **UI pages** to use them in catalog items, implemented using **UI scripts**.

• Worked on various **Service Catalog, Service Portal and CMS Portal** components and various ServiceNow customizations as per client's requirement.

• Implemented various **configurations and enhancements for PPM and SPM modules**.

• Designed and implemented efficient workflows within the **SPM and PPM** modules to automate and **streamline portfolio** **management processes**.

• Collaborated with business stakeholders to understand **portfolio planning requirements**, and implement solutions that facilitate **effective planning, prioritization, and resource allocation**.

• Implemented resource management features within the PPM module to optimize **resource allocation, track utilization, and prevent overallocation**.

• Developed and customized reports and dashboards to provide stakeholders with real-time insights into **portfolio performance, enabling data-driven decision-making**.

• Integrated the **SPM and PPM modules** with other ServiceNow modules and **external systems** to ensure seamless data flow related to projects and project users and made it available to all stake holder utilizing the platform.

• Actively maintained **user groups and roles** related to SPM and PPM and provide/maintained **run books** related to training and troubleshooting.

**Allianz, Minneapolis, MN May 2017 – Dec 2017**

**Role: ServiceNow Developer**

**Project Description:** As part of ServiceNow implementation, I have built integration and solutions between Alianz group HR workday system with ServiceNow. This allows managers to raise a request for moving an employee across various positions in the organization and once approved will reflect the same in Workday.

**Responsibilities:**

• Followed an established methodology for **analyzing requirements**, **current system capabilities**, and **new design** needs.

• Worked on **service portal widgets** and built widgets **using Angular JS, HTML, CSS, Client and Serve side scripts**.

• Responsible for the **collection, analysis, review, documentation** and communication of business needs and **requirements to IT**.

• Established liaison relationship with business partners to provide technical solutions to meet user needs.

• Assess client needs utilizing a structured requirements process (**gathering, analyzing, documenting, and managing changes**) to assist in **identifying business priorities**. Supported **the planning** and **facilitated** the requirement review sessions to ensure alignment across all business units.

• Translated **business requirements into high level functional** specifications for IT systems developers or outside vendors.

• Partnered with **systems analysts** on the **configuration design, estimate, build and test**. Provide support to systems analysts to **prepare and maintain system design documents for use with technical and business teams**.

• Worked with Quality Assurance Team and end-users to develop test cases and acceptance criteria and assist in validating **test results using HP ALM and StartNow**.

• Escalated problems related to **Web Service call response for Dell Boomi with Deloitte teams** to get the services restored on time.

• **Developed and built applications** **using workflows and forms** for compliance team integrating with internal SIG services to get the required policy data **via SOAP Integration**.

• Responsible to **update mapping** of policy information accordingly when **new columns of data are added** to SIG Services.

• Responsible to maintain integrity and balance with existing **manually entered data**, which is used for **reporting and tracking fraud policies** based on complaints.

• Built **custom HR module** and allowed access to all the users using **record producer**.

• **Gathered SOAP WSDL, SOAP endpoint, credentials** to get the **integration triggered** and validate the response based on **input values**.

• Built **SOAP integration** to get HR data from **Employee Central via Dell Boomi for HR module**.

• Built **Business rules, client scripts and UI pages to complete the SOAP** call completed and populate data accordingly.

• Built **workflows for HR** Module including generating tasks for different teams and **approvals** at various levels for every request created.

• Built **appropriate email notifications** over the **workflow** and **through notifications** module to deliver custom emails to requester, and other users based on the **functional requirement**.

• Involved in **platform upgrade project** to **modify, validate and test all applications functionality and emails** to meet the requirement.

• Involved in **upgrading client scripts to support service portal functionality**.

• Built application for **Fast Track Approval** to get approvals completed for new infrastructure requests.

**Citigroup, Dallas, TX Aug 2015 – May 2017**

**Role: ServiceNow Administrator**

**Project Description:** I have built, administered, and monitored various solutions delivered on ServiceNow Platform for Credit Card Division at Citi Group. Large number of catalog items related to credit cards and customer service were in scope of this implementation.

**Responsibilities:**

• Managed and maintained ServiceNow platform **Security**, **Events** & **Notifications** via Groups and Group memberships.

• Managing **Client scripts, UI policies, UI actions and Data policies**.

• Moving data in and out of an instance **using import sets and Transform Maps**, also imported data into Service Now using **Scheduled jobs**.

• Defining Service Level Agreements **(SLAs)** and appropriate **Notifications for respective Task Record**.

• Fix the **issues in scripts while being a Tier 1 Support** for End Customers.

• Created **data sources and loaded the ServiceNow** tables with different **data formats**.

• Also worked on **Asset Management to Import data** as required.

• Maintained existing applications that were **built based on Legacy Systems**.

• **Developed code to meet system standards**.

• Subject Matter Expert on **Incident Management, Change Management Process and Knowledge article**.

• Worked **on JavaScript to create front-end components like Forms, Views and workflows**.

• Worked on **different scripts including JavaScript, Jelly and Ajax for Client Side and Server-Side Scripting**.

• **Migration** of customizations from one instance to another instance using **Update Sets.**

**EDUCATION**

* Masters in Computer Information Systems from CALUMS, Fairfax, Virginia, USA.