**SYHAM DHAMA**

**Email ID:** [**rishitha.23g@gmail.com**](mailto:rishitha.23g@gmail.com)

**Contact: +1 2142998373**

**Professional Summary:**

* Around 8+ years of total IT experience in software and 5 years of experience in ServiceNow platform as a

developer and administrator.

* Experience in ServiceNow implementation, integrating, development, administration and support.
* Good understanding and knowledge on all phases of the software development life-cycle (SDLC) and familiar with methodologies like Waterfall, Agile/Scrum.
* Functional knowledge and implementation experience of ITSM frameworks that include Service Catalog Requests, Asset Management, Configuration Management, ServiceNow Administration, Incident and Problem Management, Knowledge Management, Project Portfolio Management, Reporting, Gauges, Integration with Web Services.
* Experience in ServiceNow test automation (ATF) and quality assurance
* Created Knowledge articles & mentored & trained business users & Helpdesk users on ServiceNow platform.
* Hands on expertise in activities related to Configuration like Creating Roles, Email Services, page layouts, Workflow Activities, and Approval Process.
* Good exposure in configuring and customizing all aspects of ServiceNow like UI actions, UI policies, Business rules, Data policies, Client scripts.
* Experience in working with Workflows, Import Sets, and Update Sets, Notifications.
* Responsible for providing analysis of problems and resolutions or fixes for the production issues.
* Proficiency in loading the data into ServiceNow using import sets and transform maps.
* Implementation of Glide API methods like Glide Forms, Glide User etc. for client and server side
* Technical expertise in upgrading and cloning of instances following best practices.
* Working experience in generating and scheduling reports, creating dashboards and homepages.
* Design and configuration experience in ITSM and customizing the applications using
* Engaged in closing the open Incidents, Problems and Enhancement requests and communicating with the customer the status of the request, to ensure a timely customer satisfying result.
* Identified opportunities for standardization and improvement of processes and policies and implemented best practices.
* Excellent communication, interpersonal and analytical skills and a highly motivated team player with the ability to work independently.

**TECHNICAL SKILLS:**

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| --- | --- |
| **ServiceNow Modules** | Incident Management, Problem Management, Change Management, Service Catalog, Integration, Scoped Applications, Asset Management, CMDB, Discovery, Service Portal, Knowledge Management, Demand Management, Project Portfolio Suite, Project Management, PPM, Resource Management, Performance Analytics |
| **Programming Languages** | C, Java, J2EE, SQL, SAS |
| **Web Technologies** | HTML, JavaScript, Glide script, CSS, XML, Bootstrap, JQuery, AngularJS |
| **Software Methodologies** | SDLC, Waterfall, Agile, Scrum |
| **Tools** | ServiceNow, Smartsheet, Tableau |
| **Databases** | Oracle, SQL Server, MySQL |
| **Database Tools** | SQL Client, TOAD, SQL Developer |

**Education:**

* Bachelors In Computer Science Engineering - 2015

Malla Reddy Engineering College

**Professional Experience:**

**Role: ServiceNow Developer Aug 2023 – Present**

**Client: UHG, MN**

**Project Description:**

I specialize in ServiceNow development and administration, enhancing Incident Management, Request Management, and Service Catalogs. My expertise includes UI customization, integration via SOAP/REST, and automation using Orchestration. I implement ITIL best practices through plugins like Performance Analytics and KPIs, configure notifications, and ensure secure access control. I excel in migrating customizations, gathering requirements for catalog items, and supporting seamless environment promotions across Dev, QA, and Prod instances, collaborating closely with stakeholders and application owners for effective service delivery.

**Responsibilities:**

* Enhancements and Development in Incident Management, Request Management and Service Catalog Management
* ServiceNow application development; including creation and configuration of Service Catalogs, Email Notifications, Data imports and exports and Reports.
* Worked on creating users, roles, groups and load the data to ServiceNow objects using import sets on daily, weekly, monthly and on request basis
* Creation of UI pages for a better visual appearance in catalog items in ServiceNow
* Designed and implemented new functionality using UI Policies and Data Policy
* Service-Now suite development including SOAP/REST integration, Web services, Discovery, Workflow, and CMDB.
* Activating plugins like Performance Analytics (PA), Key performance indicators (KPI) of incident and problem management as recommended by ITIL.
* Customization using Business Rules and Client Scripts, Catalog client scripts
* Configuration of Email Notifications and alerts to notify users about specific activities in the system such as updates to change and problem request
* Created Update Sets to migrate customizations from one instance to another instance.
* Created and customized various front-end forms.
* Worked on Integrating with external applications and automated processes using ServiceNow Orchestration
* Used Access Control Rules for securing and providing the right access to right person/role
* Worked with application owners
* Performing environmental promotional activities from Dev to QA to Prod
* Gathered requirement from stake holders for attributes needed to develop Service Catalog items.

**Environment:** UI enhancements, UI Policies, and Data Policies, SOAP/REST, CMDB, workflows, Performance Analytics, access control, environment promotions, and stakeholder requirements for Service Catalog items.

**Role: ServiceNow ATF Developer Sep 2022 – March 2023**

**Client: Genrapid Technologies, India**

**Project Description:**

I specialize in designing and developing automated tests and test suites for ServiceNow applications, utilizing ATF for scheduling and executing test cases across instances. Proficient in creating and migrating ATF scripts via update sets, executing API tests with Postman, and managing defects through JIRA. I actively contribute to Agile ceremonies, ensuring thorough regression testing and documentation to maintain high-quality software releases.

**Responsibilities:**

* Designing and developing Automated Tests and Test Suites for existing and new ServiceNow applications
* Created test scheduler in the ServiceNow ATF instance and integrated test suits into it for scheduled running of test cases
* Good knowledge of update sets required to move ATF scripts from one instance to another
* Designing the test scripts from the test cases using the various step configurations, analyzing the workflow of the test cases if required used custom UI to automate complex scenarios
* Developing and executing the test cases, test steps, debugging issues, documenting the results per user requirement criteria
* Performing regression testing during test instance upgrades to ensure the quality of existing functionalities
* Documenting, troubleshooting, and follow-up on issues that are encountered during the performance and execution of manual testing
* Executing API tests for functional, regression testing using GET, POST, PUT, and DELETE methods using Postman
* Defect Management by prioritizing, assigning and verifying bug-fixes using JIRA
* Report bugs and errors to development teams. Help troubleshoot issues.
* Involved in Sprint Planning, Daily Stand ups, Sprint retrospective, Demo’s and release planning.

**Environment:** ServiceNow, JIRA, Automation Test Framework, Leankit, Agile.

**Role: ServiceNow Developer/Administrator Dec 2017 – Aug 2022**

**Client: Tech-buzz Technologies, India**

**Project Descriptions:**

I specialize in ServiceNow administration and development, configuring modules like Incident Management, Change Management, and Service Catalog. I automate workflows, integrate third-party applications via APIs, mentor users, and ensure system stability through lifecycle management and Agile practices. My role includes creating forms, reports, and workflows, implementing best practices for data migration, and providing robust customer support and technical solutions.

**Responsibilities:**

* Creating multiple forms, list views for different Users in Service Desk.
* Worked on Modules of ServiceNow like Incident Management, Change Management, Service Catalog, and Reporting.
* Created Workflows to automate approval process in Change Management for Normal and Emergency Changes.
* Created Service Catalog templates for various use cases which are used for Catalog Admins to develop catalog items.
* Implemented best practices in migrating data from internal DB's to ServiceNow using import sets and Transform Maps.
* Configuring Standard Email setups with basic SMTP, POP3 protocols and multiple SMTP servers to raise incidents.
* Creating Scheduled Reports and Gauges on Home Page to track the important day to day activities.
* Worked on Glide, Ajax to make calls to server-side script using script includes.
* Worked in triggering workflows from server-side scripts as per business requirement.
* Automated ticket creation through custom Inbound Email Action on Incidents.
* Created and utilized Update Sets to move customizations from Dev instance to Testing instance.
* Involved in integrating 3rd party applications with ServiceNow such as LDAP, SSO and other applications with Web Services (SOAP, REST API).
* Mentored and trained the users about new processes implemented during transition.
* Performing system and application configuration and management.
* Worked on Automated Test Framework (ATF) to create test suites and test steps for basic processes.
* Providing level 2 customer support of tickets assigned to the ServiceNow team.
* Provides analysis of problems while working toward solutions to technical issues.
* Complete development, configuration and workflow administration to support business processes in the platform.
* Actively managing the life-cycle of the platform.
* Document technical architectures that could be clearly understood and immediately used by developers to construct code and unit test.
* Create some guided tours for customer to interact with change management for on board customers.
* Use SCRUM/Agile development methodologies.
* Participate in the full software development life cycle: Analysis, Design, Coding, Testing, Training, and Operational Support.

**Environment**: JavaScript, Html, CSS, Glide Script, ServiceNow, Web Services, SQL, XML, Integration, Cloud services, Agile.

**Role: ServiceNow Developer June 2015 – Nov 2017**

**Client: Pacebright Technologies, India**

**Project Description:**

I specialize in end-to-end development and enhancement of ServiceNow Service Catalog, utilizing Agile SDLC. I create catalog items, workflows, and knowledge articles, ensuring user-friendly order guides and front-end components using JavaScript, SOAP, CSS, and HTML5. I integrate REST APIs and Oracle SOA Web Services, optimize system performance, and manage ongoing platform maintenance. My role includes configuring UI policies, business rules, and scheduled scripts for automation, while collaborating with stakeholders for requirements gathering and root cause analysis.

**Responsibilities:**

* Development of Service catalog which includes creating new catalog items, designing workflows and execution plans.
* Involved completely on Agile based Software Development Life Cycle (SDLC) from gathering requirements to deployment.
* Created new Business Rules/Script Includes/Client catalog script/Client Script.
* Creating Knowledge articles to document the steps in creating the catalog items.
* Working on order guides, to arrange them in sequential order to make the user comfortable while raising a request.
* Configured multiple Catalog Items Front-end web/GUI components using JavaScript, SOAP, webservices, CSS, HTML5.
* REST- Representational state transfer used as architecture runs over HTTPS, used as interaction between clients and web services.
* Gathered requirement from stake holders for attributes needed to develop Service Catalog items.
* Responsible to coordinate with the escalation management team on Root Cause Analysis for failed changes.
* Worked on scheduled scripts to make escalation process for knowledge articles which are yet to retire and to make fire some events with dynamic data generated.
* Utilized JavaScript to deliver solutions that automate and audit business processes using UI Policy, Client Script, UI Action and Business Rules.
* Created and used update sets to move customizations between instances.
* Optimized and Monitored system performance and provided system statistics and reports to the Business.
* Responsible for on-going enhancement and maintenance of the ServiceNow platform.
* Creating database views to pull the reports on variables which are being used by catalog items.
* Created the new Applications and Modules in ServiceNow.
* Performed integration of ServiceNow with Oracle SOA Web Services.
* Knowledge in loading of data into CMDB using discovery and file imports.
* Involved in knowledge transfer for DISCOVERY and set up mid servers and check for the connectivity.

**Environment**: Java Script, JSON, ServiceNow, CSS, HTML, Web Services, CMDB, jQuery, SOAP, HTML, Frames, AJAX, Integrations, Cloud Services, ITIL