

Haneesha

ServiceNow Developer

- **7+ years** of experience in IT industry as a ServiceNow Developer
- Strong hands-on experience in modules ITSM, CSM, HRSD, integrations with knowledge on Portal development.
- Experience in working in Agile methodology using JIRA and ServiceNow for story/defect tracking.
- Involved in managing configurations, developing workflow, flow designers and implementing third-party integration with ServiceNow
- Experience in creating server-side and client-side scripts including calling server-side script from client-side using GlideAjax
- Created custom notifications which trigger on events/flows or an action on a table from ServiceNow.
- Excellent troubleshooting skills with the ability to understand the Business Requirements.
- Team Player with the ability to work with multiple teams.

Core Competencies

- Bug free development
- Quality Assurance
- Agile and Scrum Methodologies
- Requirement Gathering and Analysis
- Troubleshooting and Issue Resolution following best practices
- Continuous process Improvement
- Testing and Deployments
- Health scan and findings resolution

Technical Proficiencies

- **Primary Skills:** ServiceNow Development, Java script, HTML, Creation of test script in ALM, Creation of ATF scripts in ServiceNow.
- **Components:** ITAM Integration, Incident & Case Management, Change Management, SLA, HRSD, Integrations, GEN AI use cases of HRSD and ITSM.
- **Technical Skills:** COE security policies, HR Services, HR assignment rules, Business rules, Script include, Client scripts, Notifications, Inbound email action, system property, UI pages, UI policies, UI Actions, ECC retry policy, Integration using Rest API, Integration Hub, Remote instance spoke, Service catalogs, Record producer, HR Services, COE security policies, ACL's, script actions, scheduled jobs.

Professional Experience

Deloitte. Hyderabad, India

September 2021 to February 2025

Senior analyst/Project: Deloitte USI

- Worked on modules ITSM, HRSD and CSM projects as a lead developer.

ITSM project: we defined change management workflows for Normal and standard changes.

- I have resolved the incidents coming into ITSM queue and connected with ServiceNow raising Hi-tickets if found any system issues.
- I was included in developing stories, and defect fixes in our queue and resolving conflicts in upgrade process

CSM project: We defined the flow for our external customers and provide them access to raise cases and resolution.

- Integrated ServiceNow with CIAM (Customer Identity and Access Management) tool to provide external users access to ServiceNow
- Configured SLAs for case resolutions based on business needs.

HRSD project: Developed defined onboarding process using HRSD supporting 2 releases for hiring candidates.

- Created custom HR services and related COE security policies, assignment rules, HR templates, activities for onboarding process.
- Integrated ServiceNow with various systems including SAP ECC, DSTART, Success factors.
- Developed Group synchronization API to sync Groups, Group roles, Group members within our ServiceNow environments using OOB plugin "ServiceNow Remote Instance Spoke" and no code.
- As part of sustainment team, I was included in various activities like deployments, cloning activities, upgrade activities and co-ordinating with various teams on code synchronization during go-live support.
- Created IT to HR transfer of tickets with easily customizable way on different tables Incident, Requested Item and Catalog Task.
- Have explored various GEN AI use cases part of HRSD (case summarization, resolution notes generation and chat summarization).

Cognizant. Hyderabad, India

July 2020 to September 2021

Senior Developer/Project: **Novartis**

- Worked as developer in APM module configuring catalog items, record producers and order guides.
- Develop the requirement as per release and document the Functional and Design specifications respectively.
- Design test steps for testing team to perform testing using ALM tool.
- Involved in deployment support with the OPS team.

Infosys. Hyderabad, India

December 2017 to July 2021

Senior Systems Engineer/Project: **Telstra**

- Involved into deployment activities.
- Active participation in agile calls (Scrum/Retro/Backlog review/ Sprint planning and Capacity planning) scheduled.
- Interacting with the Client to understand business requirements.
- Scheduled triage calls for integration issue with the target system teams.
- Participated in various demo sessions with the client on the developed functionality.

- Implement Rest API to connect ServiceNow to ITAM (Incident management tool).
- Implemented UI pages on both portal and backend.

Accomplishments

- Service Now Admin Certification.
- Service Now ITSM specialist certification.
- Service Now Certified Application Developer.
- Human Resources (HR) Implementation and Human Resources Service Delivery (HRSD) Fundamentals on Demand courses.
- ITILV4 certification
- Safe for Teams training and certification

Education

Sathyabama University, Chennai, India
Bachelor of Electronics and Communication Engineering, 2017