

Sriram Nandiraju
Servicenow Architect

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Experience:

- Overall 16+ years of experience in designing, developing, customizing & administering ITSM suite of applications. Excellent knowledge in Development, implementation, and administration of Servicenow and Remedy.
- Good working Experience in Eureka, Fuji and currently working on Jakarta Upgrade Project.
- Hands on experience in creating the custom Applications, Modules, Security in Servicenow.
- Extensive experience in implementation of Business Rules, Data Dictionary, UI Actions, UI Policies, Client scripts and Validations scripts. Strong experience in working on user interface applications and professional web applications using HTML, CSS, Javascript and XML.
- Strong experience in working with Scripted Web services, Script Includes. Hands-on experience in web development using HTML, Javascript, Jelly and CSS. Integrated Servicenow with third party systems like **SAP, CA Agile** and **CA PPM**. Hands-on experience on Governance, Risk and Compliance application (**GRC**). Experience in working on DevOps tools like Chef, Puppet, Git, Jenkins, uDeploy, AWS EC2, S3, DynamoDB. Experience in working with Servicenow Workflows, Import Sets and Update Sets.
- Expertise on creation of workflows for Service Catalog items in Servicenow.
- Excellent experience in Servicenow Administration and Production support including maintenance of lower life cycle instances. Knowledge Management/Document Management which contains Incident Identification, Resolution, and Escalation Contacts etc. are maintained with 100% availability of the documents upon regular audits.
- Experience in creating access control rules (ACL). Use of scripting tools and Servicenow functionality to create scripts to automate routine tasks being done in Servicenow.
- Ability to communicate effectively both internally and with clients at all levels, including technical peers to non-technical senior management with a culture of openness.
- Intermediate knowledge in CMDB, Configuration and DISCOVERY tool. Good experience with AngularJS, Compass CSS Framework, Bootstrap, CMS. Strong experience in working with Scripted Web services, Script Includes. Hands-on experience in web development using HTML, Javascript, Jelly and CSS.

Technical Skills

Servicenow, HRSM, GRC, PPM, PPS, HR, HTML, CSS, Javascript, Client scripts, Business Rules, Script Includes, ACLs, UI Actions, UI Pages, Angular, Widgets, Glide Ajax, Bootstrap, Web services, XML, JSON, REST, SOAP, SQL, Java, Unix, AWS Discovery, ITSM, CMDB, Asset Management, Incident Management, Problem Management, DevOps tools like Chef, Puppet, Git, Jenkins, uDeploy, AWS EC2, S3, DynamoDB.

Education:

Bachelors in Mechanical Engineering, Osmania University

May 2003

Certifications:

Servicenow Certified Application Developer – Apr 2019

Servicenow Certified Implementation Specialist – HR – Feb 2019

Dell Boomi AtomSphere Integration Cloud™ Integration Developer I – Dec 2017

Dell Boomi AtomSphere Integration Cloud™ Integration Developer II – Dec 2017

AWS Developer Associate – Jan 2018

Work Experience

Sr. Servicenow Developer/Architect

Citizens Financial Group, Providence, RI

Sep-2021 to present

Responsibilities:

- With experience handling sensitive financial data, I played the role of a Senior developer/architect on the project.
 - Well experienced in business analysis, requirements elicitation, development of complex IT solutions.
 - Has related experience in developing ServiceNow, programming JavaScript, ITSM, Service portal, Integrations, Orchestration, Flow designer, ATF etc.
 - Worked on key technologies relevant to the ServiceNow integration solutions including: SSL, REST Web Services, LDAP, JDBC, ODBC, SOAP, SCP, FTPS, JSON
 - Proven experience in developing with JavaScript. HTML5, Jelly, jQuery and AngularJS
 - Directory service integration experience (Active Directory and LDAP)
 - Implemented Single Sign-on using various authentication methods (token, SAML 1.1, SAML 2.0)
 - Strong communication and customer relationship skills, and the ability to adjust for audience appropriately
 - Providing post-implementation support to project stakeholders, such as training and troubleshooting. Applying analysis based on research and introspection to recommend solutions.
 - Worked in a highly agile (SAFe, Scrum, Kanban) environment
 - Worked on planning and implementing upgrades, upcoming releases
 - Built integrations between Servicenow and other 3rd party systems like JIRA, other Servicenow instances, Salesforce, AWS using REST/JSON and Servicenow Scripted REST APIs
- Environment: Servicenow/Vancouver, HTML 5, CSS, Javascript, Service Portal, Discovery, SCCM, Client scripts, Business Rules, Script Includes, ACLs, UI Actions, UI Pages, Glide Script, Widgets, Angular, REST API Integrations, LDAP for Active Directory, ADFS for single sign-on

Servicenow Developer

ADP, NJ

Jul-2021 to Sep-2021

Responsibilities:

- Built ADP portal on Servicenow using Service portal with Single Sign On
 - Well experienced in business analysis, requirements elicitation, development of complex IT solutions.
 - Experience in cybersecurity
 - Worked on key technologies relevant to the ServiceNow integration solutions including: SSL, REST Web Services, Service portal, CSS, Angular javascript
 - Implemented Single Sign-on using various authentication methods (token, SAML 1.1, SAML 2.0)
 - Strong communication and customer relationship skills, and the ability to adjust for audience appropriately
- Environment: Servicenow/Paris, HTML 5, CSS, Javascript, Service Portal, Widgets, Angular, REST API Integrations, LDAP for Active Directory, ADFS for single sign-on

Servicenow Architect

Bausch Health, Bridgewater, NJ

Nov-2018 to Jul 2021

Responsibilities:

- Evangelize Servicenow configuration, design, development, and integration; communicates best practices/frameworks
 - Drive and provide architecture review and assessment of enhancements within the Servicenow platform
 - Develop solutions across the Servicenow platform to utilize automation and integration capabilities of Servicenow, focused on leveraging business services with out of the box capabilities
 - Developed a **complex 48 step workflow** for user **On-Boarding & Off-Boarding** by integrating with Active Directory using Servicenow Orchestration, Custom Activity Types, PowerShell scripts; of course using the MID Server
 - Hands-on experience on Governance, Risk and Compliance application (**GRC**). Created a customized role with all the required access to the entire application for the admin of GRC.
 - Submitted the documentation and trained the GRC users on **GRC** application within Servicenow.
 - Leverage my software architecture experience for developing, releasing, and maintaining software solutions (web, backend, and mobile), and apply technology to make a difference in patient lives
 - Lead development and execution of regulated and non-regulated software solutions, including server software, mobile software, web applications, systems communications, and integrations.
 - Provided technical coaching and oversight to junior developers
 - Worked with cross-functional team in an agile and fast-paced development environment to define user stories and tasks
 - Documented architectural solutions in a clear and accurate manner
 - Supported and enhanced reporting solutions within Servicenow and through external reporting solutions to support business goals
 - Worked in a highly agile (SAFe, Scrum, Kanban) environment
 - Worked on advanced scripting, object-oriented Javascript
 - Built integrations between Servicenow and other 3rd party systems like JIRA, other Servicenow instances, Salesforce, AWS using REST/JSON and Servicenow Scripted REST APIs
 - Built custom portal to suit the requirements at Bausch. Built mobile compatible portal using Bootstrap, CSS; customized several OOTB widgets by cloning them and also built several NEW widgets to meet the client needs. I am very strong in the angular framework on which Service portal is built. **I created my own game in Service Portal.**
 - Responsible for building the long-term strategic roadmap for Servicenow solutions
- Environment: Servicenow/Kingston, HTML 5, CSS, Javascript, Service Portal, Discovery, SCCM, Client scripts, Business Rules, Script Includes, ACLs, UI Actions, UI Pages, Glide Script, Widgets, Angular, REST API Integrations, LDAP for Active Directory, ADFS for single sign-on

Servicenow Architect

John Wiley & Sons Inc, Hoboken, NJ

Nov-2017 to Oct-2018

Responsibilities:

- Implementation, Customization and Maintenance of ITIL modules such as Incident, Change, Problem, Knowledge, Service Catalog in Servicenow
 - Brand new roll out Servicenow. De-commissioning a legacy application named Mastercraft, performing a onetime data migration per below
 - 80,000+ incidents
 - 4,000+ problems
 - 200,000+ requests
 - 12,000+ changes
 - Performed lots of data imports, written shell scripts to import attachments from the legacy system in to Servicenow via REST and SOAP as applicable
 - Worked extensively on widgets on the portal. Proficient in angular directives, portal, widgets on the Servicenow platform.
 - Built integrations between Servicenow and 3rd party applications like Rally, Jira, Active Directory, F5 via REST APIs. Written Scripted Rest APIs to implement the bi-directional integration between Servicenow and the 3rd party applications.
 - Implemented LDAP Integration. Customized the LDAP Transform map to coalesce on Active Directory GUID instead of sAMAccountName
 - Implemented single sign-on using OKTA. Performed user and group provisioning via the OKTA Identity plugin
 - Worked with network teams in sizing the system requirements, provisioned the virtual machines in a load balanced environment, installed MID server and started Discovery
- Environment: Servicenow/Jakarta, HTML 5, CSS, Javascript, Client Scripts, Business Rules, Script Includes, ACLs, UI Actions, UI Pages, Glide Script, Widgets, Angular, REST API Integrations, LDAP for Active Directory, OKTA for single sign-on

Principal Software Developer/Senior Servicenow Architect

Sabre, Westlake, TX

May-2015 to Nov-2017

Responsibilities:

- Implementation, Customization and Maintenance of ITIL modules such as Incident, Change, Problem, Knowledge, Service Catalog in Servicenow
- Extensively worked on the Implementation, Configuration and maintenance of Business Rules, Client scripts and UI Policies
- Involved in gathering the requirements from the Business Team and creation of technical, functional specification documents.
- Extensively worked with integrations between Servicenow and third-party application like BMC

Remedy.

- Configured multiple Catalog Items Front-end web / GUI components using Javascript, CSS, and HTML5.
- Defined and configured DISCOVERY schedules and Worked on DISCOVERY and set up mid servers and check for the connectivity.
- Worked on loading the data into Servicenow using import sets.
- Worked on customization and configuration of Service Watch, Dashboards
- Involved in creating and configuring the SLAs as per the requirement
- Designed User Interface for Catalog Design and worked on Catalog Designer.
- Imported data from various data sources (FILE, JDBC) using import sets and transform maps.
- Involved in LDAP integration with Servicenow for obtaining users and groups
- Imported Configuration Items (CI) from third party applications using import set tables
- Involved in migration between various Servicenow instances using Update Sets
- Involved in loading assets into Servicenow from third party system using Web Services and Import Sets.
- Setup MID Server used by DISCOVERY and troubleshooting problems with the tool configurations.
- Worked on development of Service catalog - catalog items, designing workflows and execution plans.
- Involved in redesigning the workflows using Servicenow workflow editor.
- Involved in reconciliation of complicated workflows to simpler form.
- Updating and implementing the newest version of Servicenow Helsinki to keep the company focused and confident regarding the new concepts involved.
- Involved in automating the routine production support activities using PowerShell and VB Scripting.
- Involved in custom probes and sensors to populate CMDB with pertinent asset data via Javascript, Perl and PowerShell.
- Worked on creating the UI pages to use them in catalog items using the UI scripts
- Responsible for the acceptance, identification, storage, and withdrawal of all supported CIs.
- Responsible for ensuring that all the CIs are registered and these records are correct and up to date.
- Involved in various Servicenow customizations as per client's requirement.

Environment: Servicenow/ Fuji, HTML 5, CSS, Javascript, Client scripts, Business Rules, Script Includes, ACLs, UI Actions, UI Pages, Glide Script, DevOps tools like Chef, Puppet, Git, Jenkins, uDeploy, AWS EC2, S3, DynamoDB.

Senior Clarity/Servicenow Developer

Techno-Comp Inc, Somerset, NJ. Worked at client sites like **Verizon Wireless, Piscataway NJ** and **New York Life Insurance Company, NY**

May-2012 to Apr-2015

Responsibilities:

- Setup the process for Incident Management, Problem Management, Knowledge Management, Change Management, Asset Management and Service Catalog.
- Involved in Implementation of different Applications, Modules, Tables and Views as per client's requirement.
- Developed Javascript, HTML and CSS codes for front-end deployment.
- Worked with business analyst to create and modify Service Catalogs and Request Workflow Designs.
- Involved in creating and configuring the SLAs as per the requirement

- Involved in coding the Business Rules (Server-Side scripting), Client scripts (client-side scripting), Script Includes in the Servicenow.
- Involved in working with process owners to develop workflow, implement the workflows in Service Applications and administer the tools.
- Experience in configuring email notifications in Servicenow.
- Has been part of end user self-service portal management.
- Created Order Guides for New Employee and Contractor On boarding, Terminating Employee and Transfer of Employees.
- Configured end-to-end process for Knowledge management, and worked on the knowledge Centered Support (KCS) plugin.
- Worked on CMDB and Asset Management in providing better scope of understanding on the inbound and outbound of assets.
- Worked on creating users, roles, groups and Configured LDAP Server and LDAP Listener for updating the user and group table record.
- Involved in creating homepages including basic reporting, gauge configuration and dashboard presentation.
- Involved in running the daily and weekly jobs to push the data into the application using Import Sets and Transform Maps.
- Loaded Assets and Configuration Items, Created relationships between CI and Assets.
- Created inbound web services using Scripted Web Services and Import Set Web Services between Service Now and procurement Systems.
- Involved in generating weekly reports and metrics for IT management.
- Worked on CMDB and set up mid servers as per the requirements.
- Configured metrics for indicating KPI of the Industry in different measure.
- Documented business processes, functional requirements and conduct information flow analysis and process modeling within and across multiple business streams.
- Maintain the integrity of the Servicenow tool across production and non-production environments.
- Provide training on Servicenow process, operations, and capability to all required teams.
- Involved in production support for all the Servicenow related issues.

Environment: Servicenow, Web Service, CMS, Javascript, Client scripts, Business Rules, Script Includes, ACLs, UI Actions, UI Pages, HTML, CSS, Glide Script, DevOps tools like Chef, Puppet, Git, Jenkins, uDeploy, AWS EC2, S3, DynamoDB.

Technology Lead

Infosys Limited, Plano, TX. Worked at client sites like

a. Bankers Life & Causalty, Chicago IL

b. Nationwide Insurance, Dublin OH

c. Wellpoint, Camarillo, CA

Sep-2003 to May-2012

Responsibilities: • Servicenow Discovery Planning, implementation, and Administration.

- Integration of Servicenow with MS-SCCM 2007\2012\2012 v2
- Incident management and problem management activities.
- Worked on Service Catalog and implemented new functionality using Business Rules, UI Policies, and Access Lists etc...
- Utilized the Service Now Service Catalog for users to create Service Requests and Service Items.
- Planning & executing Windows/Unix, Network Discovery through SNOW Discovery
- Day to Day Discovery & troubleshooting Tasks. Discovered 7400+ Servers & 2000+ Network Devices successfully. Implemented 20 Servicenow MID Servers at Different Data Centers. Managing CMDB like manual upload data (Import data) from Excel sheet
- Export reports from CMDB as per requirement. Working on Tickets assigned related to Discovery & CMDB. Created transform maps for importing CMDB data.
- Used MS Excel to create tasks in developer mode using Visual Basic for applications (VBA)
- Written Script Includes and invoked them in business rules and client scripts.
- Took active part in data modeling and developed metrics reports as per requirements.
- Imported many CI's using import set tables
- Imported Active Directory to Service now using data sources.
- Created data sources and loaded the Servicenow tables with different data formats
- Also worked on Asset Management and loaded the data into it.
- Used Cross fuse for data extract which includes data report and schedule data report.
- Integrated Fire eye tool with Servicenow using Email integration i.e. inbound actions scripting.
- Worked on the integration of Service Now with Siebel, integrated Service Catalog and Incident module.

Change management:

- Develop, document and publish Change Management process and functions
- Analyze change records to determine any trends or potential problems.
- Reviewing change requests for completeness and accuracy.
- Working with service providers to schedule changes.
- Assisting in the preparation, facilitation, documentation, and communication related to weekly and ad hoc Change Management meetings.

Problem management:

- Perform root cause analysis.
- Investigation and follow-up for permanent fix of the problem.
- Follow-up on tickets being raised regularly for re-occurring incidents.

Service Now Platform Administration:

- Deliver Service Now configuration and enhancement requests
- Implement and manage Incident, Problem, Knowledge, 4 Custom Applications, Self Service Portal / Service Catalog, Change, Configuration (CMDB), Asset Management, LDAP/Active Directory integration, scheduled imports and reports
- Delivered reporting and data from Service Now to business and IT users.

Environment: Servicenow (Eureka), Servicenow (Geneva), Javascript, HTML, SOAP/XML, SQL Server, Mid Server, Agile Scrum, Windows 7