

RAJESH KUMAR D

S E R V I C E N O W
D E V E L O P E R

Sutherland Global Services - Chennai



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OBJECTIVE

Having 2.4 years of hands-on experience in ServiceNow building custom service applications and implementing services. Working with great enthusiasm to learn new skills and adapt to the environment

EXPERIENCE

May 2019 - Present

Sr Associate Professional -
Sutherland

2.4 years



EDUCATION

B.E. Computer Science
Coimabtoe Institute of
Technology

2015-2019

CGPA - 7/10



Skills

- ServiceNow
- JavaScript
- Python
- SQL
- Rest API
- Bot Framework
- DialogFlow
- HTML/CSS/Bootstrap



CERTIFICATIONS

ServiceNow - Mainline Certification

- Servicenow Certified System Administrator
- Servicenow Certified Implementation Specialist (Application Portfolio management)

ServiceNow - Micro Certification

- Virtual Agent
- Performance Analytics
- Application Portfolio Management



Achievements

Sutherland Winning Behaviour (100 % focused on Results) award



PROJECTS

ITSM - CSM Implementation

- Optimized Customer Service Management module in ServiceNow without compromising the Pre-customized service Management functionalities.
- Worked on Client Script, UI policy, and UI actions, business rules
- Worked on User management i.e., Groups, Roles, and ACL
- Worked on data migration and resync-activity.
- Worked on implementing Virtual Agent.
- Worked on Service Portal configuration.
- Performed Instance Upgrade activities such regression testing & Bug Fixes.
- Worked on configuring notifications, email Scripts

Joe ChatBot

A custom AI-powered Omnibot designed to interact with ServiceNow to create tickets and resolve issues at a faster rate.

- Design and developed various modules in JOE.
- Worked on providing multilingual language support
- Worked on integrating with Taleo, smart sheet, SQL database, and many more
- Provided continuous improvement end to end

Sutherland Intella

Custom ServiceNow Application gives a cloud-based business intelligence solution that offers out-of-the-box reporting solutions for various modules within ServiceNow and drives insights to meet an organization's needs.

- Worked on writing Scripted Rest API
- Worked on creating charts in dashboards
- Worked on integrating charts and API