

LEELAVATHI DAMODARAM

Title: Senior Analyst at HCLTech
Location: Bangalore, India
Languages: English, Telugu

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OBJECTIVE:

Looking forward to associate myself with an organization where there is an opportunity to share, contribute and upgrade my technical skills for development of self and organization.

Professional Carrier:-

- Having 2.5 years of experience in IT industry and in Service-Now Developer, Administration and Customization.
- Worked on various ServiceNow Modules such as Change Management, Incident Management,
- Service Catalog and Configuration Management.
- Created various front end forms and associated Client Scripts, UI policies, including advanced customization.
- Customised Service Catalogs and Catalog item forms, workflows as per requirement.
- Worked on **Client Scripts, Business Rules, Script Include**, import sets, **ACLs**. Experience in **creating Service Catalogs, record producers, Order guide**.
- Worked on **Update sets** to move customization from instance to instance.
- Good experience on working with data sources, transform maps and scripts for data loads and management.
- Good knowledge in ensuring **SLAs** are achieved according to Incident, Problem and Change Management Processes.
- Goal and team-oriented, comfortable working in a fast-paced environment.
- Good experience in resolving tickets.
- Designing **Service catalog** forms both **ServiceNow** tool as well as **CA service desk**.
- Creating Crystal reports.
- Doing all the customizations as per the customer's requirements.
- Creating new Customers as a new Tenant.
- Has good knowledge on **inbound email** action and integration.
- Have good knowledge of creating flows for catalog items in ServiceNow.

Work experience:-

- Working as Senior Analyst for **HCL technologies**, Bangalore from August 2022 to till date.

Education details:-

- **Master of Technology (Computer Science)** from Sri padmavati mahila University with 8.3 CGPA , Tirupati, AP in 2022.

Skill set:-

ITSM Tool	: Service now Suite
Microsoft technologies	: JavaScript.
Web Related	: HTML
Data Base	: SQL.

Training and Certifications:

- Certified ServiceNow System Administrator
- ITIL Foundation Certified

Project #1:

- **Title:** SKF (August 2022 to Till)
- **Client:** SKF.
- **Environment for Service now:** ServiceNow Suite.

Description:

ServiceNow admin and Development working with multiple products like ITSM, ITOM. Helping business stakeholders to onboard applications, create catalog items, integrate with different applications with ServiceNow. Additionally acting as a scrum master to work on sprints, stories with multiple vendors.

Responsibilities:

- Importing data by using transform maps.
- Created discovery schedules, Maintain credentials and application credentials, customized behaviour and modified IP range set.
- Administrating, troubleshooting of Service Mapping and Discovery and mid server issues in a 24*7 Production and support environment.
- Developed custom applications for Service Management using the Service-Now platform.
- Created SLAs and participated in running SLAs and responsible for closing successfully.
- Scheduled SLA's as per scope of tickets.
- Written Business Rules for customizing the tool.
- Written Client Scripts, UI Actions and Script Includes for customizing the tool.
- Customized Incident/Problem/Change/Service catalog applications using Business rules, Client scripts.
- Using Workflow Editor for creating workflows.
- Using different workflow activities and added new conditions for activities.

- Responsible in building Catalogs, Catalog categories and Record producers.
- Responsible in building SLA and generating Reports
- Defined users, groups and roles and providing accessing permissions
- Participated in validating Form and Table level using UI Policies.
- Worked with Import and Update sets. Created Email notifications, Email Templates and Mail scripts, trigger email notifications from server side scripts by using events existed in event registry.
- Created Scheduled script jobs and Scheduled generation and distribution of reports.