TIRUMALLA PAVANI

ServiceNow Developer

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SUMMARY

I am a ServiceNow Developer with 2.5 years of experience. My expertise lies in developing and customizing ServiceNow solutions to meet client needs. I am adept at client interaction to gather requirements and have a strong foundation in ITIL processes. I thrive in a collaborative environment, continuously adapting to changing priorities and driving successful project outcomes.

EXPERIENCE

ServiceNow Developer

Movate

📅 07/2022 - Present

A company providing IT services and solutions.

- Developed Service Catalog items, record producer, Variable Sets, UI Policies, Data policies, UI Actions, ACL's, Client Scripts, script includes, Business Rules.
- Gathered and analyzed requirements.
- Onsite - offshore communication and co-ordination.
- Created and maintained technical documentation and process map on components, bug fixes.
- Gave a knowledge session to the client and the team members about the functionality.
- Update set capturing and moving customizations to different instances.
- Having good knowledge on workflows using workflow editor.
- Creating custom Tables, Fields and configuring Access Controls over them.

EDUCATION

B.Sc in Computer Science

S.K.S.D Mahila Kalasala

📅 01/2016 - 05/2019

SKILLS

CSS	HTML	ITIL	Javascript

Web services	ITSM	ServiceNow

PROJECTS

Personalization Engine

📅 07/2022 - Present   📍 Bank of America

Personalization engine to assist consumers in financial forecasting through machine learning and predictive data analytics.

- Developed Service Catalog items, Order guides, record producer, Variable Sets, UI Policies, Data policies, UI Actions, ACL's, Client Scripts, script includes, Business Rules.
- Gathered and analyzed requirements.
- Onsite - offshore communication and co-ordination.
- Created and maintained technical documentation and process map on components, bug fixes.
- Gave a knowledge session to the client and the team members about the functionality.
- Update set capturing and moving customizations to different instances.
- Having good knowledge on workflows using workflow editor.
- Creating custom Tables, Fields and configuring Access Controls over them.

Order to Cash

📅 01/2024 - Present   📍 Johnson & Johnson

A project to develop a common platform for users to raise requests through a story process.

- Developed Service Catalog items, record producer, Variable Sets, UI Policies, Data policies, UI Macros, UI Actions, ACL's, Client Scripts, script includes, Business Rules, transform maps.
- In each state of the story, restricted the edit fields based on logged in user and their roles.
- Gathered and analyzed requirements.
- Onsite - offshore communication and co-ordination.
- Created and maintained technical documentation and process documents on bug fixes.
- Gave a knowledge session to the client and the team members about the functionality.
- Update set capturing and moving customizations to different instances.