**Software Developer**

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**Professional Summary:**

* **Having 10+ years** of extensivedevelopment experience in an environment building n-tier applications for web deployment using **Java, Spring Framework, Web Services,** **Business Process analysis, Development and Administration of ServiceNow Platform.**
* Acquired proficiency in Version **Control Systems like Subversion (SVN), Git, and VSS**.
* Expertise in designing and developing Web-centric applications using HTML5, CSS3, Java Applets, JavaScript, **XML, JSON, Ajax, jQuery, Bootstrap, AngularJS, NodeJS, React JS**, **Tag Libraries, Google Web Toolkit (GWT)** and **Custom Tags.**
* Performed deployment and support of cloud services including **Amazon Web Services** (**AWS**) and **Google Cloud Platform (GCP).**
* Designed **REST APIs** that allow sophisticated, effective and low-cost application integration
* Acquired proficiency in **CI/CD pipelines** to integrate the Java code to align with DevOps practices using **Docker**.
* Expertise in **OOPs, Collections, Exceptions Handling, Input/output (I/O) System, Swing, Annotations, Multi-Threading, Lambda** and **Generics**.
* Expertise in unit-testing with tools **like JUnit**, **Mockito**, Spock, **TestNG** and Integration testing tools like **Selenium Web Driver, Cucumber** (Behaviour Driven Development testing).
* Acquired proficiency in integration tools like **Spring Integration**, **Mule ESB**, **Apache CXF**, **Apache Kafka** and **Apache** **Camel** to integrate the enterprise application technologies with existing **JVM environments**.
* Orchestrated with **API Management product of Apigee edge** in consuming the API’s in implementing customer use cases.
* Acquired proficiency in developing **ExtJS applications** with extensive server calls using **AJAX** and strong hold in handling the server data and exceptions to provide interactive user experience
* Participated in process designing sessions and documented ITIL process flows for various modules like **Incident, Change, Configuration, Problem** and **Service Catalog**.
* Experience in developing custom applications using ServiceNow Platform.Integrating ServiceNow with external applications/tools like **Event Management both Inbound and Outbound** using **Web Services, import sets and REST.**
* Performing ServiceNow core configuration tasks- **System Policies, ACL’s, Business Rules,** and **Client Scripts**.
* Performing migration activities - **Development to Test, Test to Production**.
* Embed **Jelly logic** in static content and compute values which are inserted into static content.
* Designing and implementing new functionality using various ServiceNow applications or modules and facilitating the **rollout in Production environments.**
* Experience in building **UI pages**, customizing fonts, banners, images, colors.

**Technical Skills:**

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| **Languages** | C, C++, Java,JavaScript, SQL |
| **Enterprise Java** | JSP, Servlet, JNDI, JDBC, Log4J API, Java security,React Js,NodeJs |
| **Tools & Framework** | Struts, Spring, Spring MVC, Spring Boot, Spring Web Flow, Spring IOC, Spring AOP, Hibernate, Drools,Splunk. |
| **Web services** | SOAP, Restful, UDDI, WSDL, JAX-RPC, JAX-RS JAX-WS, Axis2, Micro Services, AWS |
| **Web/App Servers** | Web Sphere, Web Logic, Apache Tomcat, Jboss |
| **Database** | Oracle, SQL-Server, MySQL server, MongoDB |
| **Development Tools** | Eclipse, Spring Tool Suite STS, IntelliJ,Service-Now (ITSM Tool). |
| **OS & Environment** | Windows, UNIX, Linux |
| **Design Patterns** | MVC, Front Controller, Singleton, Business Delegate and DAO patterns |
| **Networking** | LDAP, SSO, ITIL, Web Services. |

**Education:**

* Master of Science from University of Mysore, India - 2002-2004
* Bachelor of Science from Jyoti Nivas College, Bangalore, India - 1999-2002

**Certifications:**

* PMP
* SAFe Scrum and Agilist
* Certified ServiceNow Administrator(CSA)
* Certified Application Developer(CAD)

**Professional Experience:**

**Client: ServiceNow, Santa Clara-CA Sep 2023 – Till Date**

**Role: Full Stack Developer**

**Responsibilities:**

* Proposed and implemented new procedures in implementing the **ITIL modules** which includes Incident
* Management, Change Management, Service Request Management, Problem Management, and Knowledge Management.
* Implementation of **domain separation** (which includes separation of data, user login process etc.)
* Attended workshops for **Service Request Management** and **Change Management** and bootcamps.
* Developed custom workflows for various **catalog items** based on the client’s requirement.
* Built **Service Catalog home page** in Service Portal.
* Customized the **Change process flow** to match the client’s requirement.
* Built many client side and server-side scripting to match the requirements for **Service Request Management** and **Change Management**.
* Build test scripts and participate in all the testing phases (Unit testing, Functional testing, QA testing, and

UAT testing) before deployment to PROD.

* Maintained the data integrity between all the environments. (Dev, QA, and PROD)
* Acquired proficiency in building **service catalog items, record producers, order guides** based on client requirements.
* Built **Inbound Email rules** for third party applications to auto create **Ad Hoc Requests** upon email sent from the applications.
* Acquired proficiency in creating **custom workflows** based on client’s requirement for **catalog items**.
* Acquired proficiency in creating catalog client script, **UI policies**, and script includes.
* Working on **UI Builder** to create Workspace.
* Developed **automated test framework** for the applications in the platform which helps clients to

automate the testing process.

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**Client: Cisco, San Jose-CA Feb 2023 – Sep 2023**

**Role: Servicenow Developer**

**Responsibilities:**

* Created new **enterprise applications** on the platform.New **feature development** with existing applications on the platform.
* Working with **leadership team** to gather the business requirements and understand the requirements and

capability, analyzing and reviewing business requirements, design, and development and testing.

* Performed **requirements gathering** and **documentation** with various business and internal IT units.
* Conducted **testing** within the platform for new development, patches, and upgrades.
* Integrated ServiceNow with third party applications such as **SolarWinds, Nutanix Prism Central** and

maintain existing integrations in the platform.

* Performed implementation of **ITIL management modules** includes Change Management, Problem

Management, Incident Management, Knowledge Management, and Service Catalog Management.

* Created custom **workflows** based on client’s requirement for catalog items catalog client script, UI policies, and script includes
* Implemented **Virtual Agent conversation** design with NLU.
* Created custom **Virtual Agent topics** such as Report an issue, Request for access something, self-service

**password reset**, and Tutorial Videos for viewing KB articles.

* Customized the existing **ITSM VA Model** to include the above topics and train the model.
* Customized **Workplace Service Delivery management module** based on our business

requirement.

* Configured **WSD suite** to include workplace reservations, office space floor plans, self-service reservation

such as conference rooms, open desk areas and so on.

* Configured **workplace visitor management request** to include arrival information of visitor, providing

secure visitor building access.

* Creating custom reports for **WSD modules** based on business requirements to provide quick insights of all

the requests. Adding reports to dashboards for managers.

* Experience in the **SOC module, investigation of security incident alerts** and **implementing security measures.**
* Collaborated with the **IT Security team**, compliance team to ensure a holistic approach to security.
* Built many UI pages based on customer requirement, customize fonts, banners, images, colors.

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**Client: Wells Fargo, Fremont-CA Sep 2022 – Feb 2023**

**Role:ServiceNow Admin/Developer**

**Responsibilities:**

* Responsible for design and development solutions in the **ServiceNow platform**,including creating and modification of **applications, forms, workflow, interfaces,** and any other **customizations** required.
* Assisted in the implementation and customization of the Knowledge module.
* Executed and refined the **SDLC of ServiceNow applications** and modifications.
* Built **test scripts** and participated in associated **testing activities**.
* Troubleshooting problems, implementing bug fixes, and performing **root cause analysis.**
* Communication with clients, end users and process owners frequently to establish requirements and guide development.
* Also involved in customizing the **Demand Management process** in the organization.
* Participated in the upgrade from **Helsinki** to **Jakarta** and the current patch for Jakarta is 6.
* Participated in customizing the **scrum process** in the organization which involves customizing several different modules like **Project, Demand, Story, Scrum tasks**.
* Built custom dashboards, also dashboards involving performance analytics. Building personal dashboards for the Manager to track the tasks assigned to the group.
* Participated in building **custom widgets, widgets instances** and **UI Scripts** for Service Portal.
* Designed the homepage of the **portal** to show the company's outages, requests for the user, approvals.
* Built a consolidated page where the users are able to see all the requests in a **single page**.
* Customized **Out Of Box widgets** to satisfy the client’s requirement.
* Collaborated with the IT Security team, compliance team to ensure a holistic approach to security.
* Built knowledge pages on the portal and restricted only required knowledge base that the users can view.
* Worked on building several **catalog items**, categories.

**—----------------------------------------------------------------------------------------------------------------------------------------------------Client : AT&NT -CA Nov 2019 – July 2022**

**Role: ServiceNow Admin/Developer**

**Responsibilities:**

* Deploy new releases and enhancements into the **Service Now live environment**.
* Implemented **client script** and **business rules** for service catalog items and other applications.
* Responsible for gathering the resources, organizing the CMS content, and designing the data.
* Built a website with **CMS** under the requirements with a high volume of content which influences the look of the site.
* Designed layouts on the front-end using **HTML, JavaScript,** and **CSS**.
* Designed and developed **CMS pages, forms, layouts,** and **blocks**.
* Developed **ACL’S** for the user on the portal to restrict access for fewer views.
* Responsible for solving performance issues that are raised by the browser.
* Developed the **UI pages using HTML, Java script, AJAX, CSS** and **JQuery**.
* Responsible for maintaining integrity between **multiple instances**.
* Created and maintained **reports, generating reports,** and **email notifications.**
* Responsible for maintaining the knowledge of **ITIL** best practices and understanding of network technologies.
* Managed the **import sets, update sets, transform maps** and moving the update sets to production.
* Debugging the platform upgrade issues and recurring issues.
* Development of **Service Catalog** which includes creating new **Catalog Items, Designing workflows** and **Execution Plans**.
* Developed necessary design documentation as needed (e.g., technical design, developer notes, etc.)

**—----------------------------------------------------------------------------------------------------------------------------------------------------Client : Men’s Wearhouse, Fremont-CA Aug 2015 – July 2019**

**Role: Full Stack Developer**

**Responsibilities:**

* Implemented application-level persistence using **Hibernate** and **spring**.
* Using **Restful services** sent HTTP requests to the Server, retrieved the JSON format data, and parsed it.
* Developed UI to display distance & **ETA** using **Google API**.
* Developed Payment integration using **Stripe API**, **Rating System** & Support for the app.
* Implemented Client-side validation for the app.
* Implemented the Connectivity to the Database Server Using **JDBC**.
* Good understanding of **NoSQL** Database and acquired proficiency in writing application on **NoSQL**

database which is **MongoDB**. **Vaadin.**

* Used **Web Services** (SOAP) for transmission of large blocks of XML data between two interfaces.
* Installing and Configuring **Eclipse** and **WebSphere application Server**.
* Deployed the applications on IBM WebSphere Application Server.
* Implemented **CI CD pipelines** using **Jenkins** and build and deploy the applications.
* Setup **GitHub** and use of **Git bash** for code submission in **GitHub repository.**
* Created Typescript reusable components and services to consume **REST API's** in **ReactJs.**
* Developed test cases and performed unit tests using **JUnit Framework**.
* Acquired proficiency in relational and **NoSQL** databases.
* Used **Spring Kafka API** calls to process the messages smoothly on Kafka Cluster setup.
* Analyzed the **Maven** dependency management in the base code to annotate the dependencies on to

**Spring Boot** application into **Gradle for Micro Services**.

* Implemented **API controllers** **(SOAP and REST**) and web services client classes to interact with downstream systems.
* Deployed and Monitored **Micro Services** Using **Pivotal Cloud Foundry**, also Managed Domains and Routes with the Cloud Foundry.
* Used **SAX** and **DOM parser** to parse the **XML** documents and **XSLT** for transformations.
* Analyzed business requirements and documented them into business stories in **JIRA**
* Based on **Service Oriented Architecture** (SOA) using AXIS web service framework.
* Used **Java Messaging Services** (JMS) for reliable and asynchronous exchange of important information
* Involving in Building the modules in **LINUX** environment with ant script

**—----------------------------------------------------------------------------------------------------------------------------------------------------Client: First Republic Bank, SFO-CA June 2013 - May 2015**

**Role: Full Stack Developer**

**Responsibilities:**

* Created GUI interfaces and Web pages using **HTML5** and **CSS3.**
* Used Core Java Exception handling and **OOPS concepts** to handle small parts of big scale projects.
* Used **GIT repository** to push the code and interact with other developers throughout the company.
* Created **Typescript** reusable components and services to consume **REST API's** using Component-based architecture provided by **React JS**.
* Configured Queues and Topics as part of application integration and defined Camel routing between queues/topics
* Implemented **Java microservices** using Spring Boot and handled security of the application using **Spring Security.**
* Used **Spring Boot** as it is faster in building **Microservices** and developing a spring - based application with very less configuration.
* Extensively Implemented **Spring Boot, Dependency Injection (DI)** and **Aspect-oriented programming** features along with hibernate.
* Implemented **Web services** and Micro Services for the synchronous and asynchronous communications between two applications running in different servers..
* User Authentication and Authorization for logging in to the application was secured using **Spring Security**.
* Used **Angular** in the development phase with the help of **Material UI** to build the **User Interfaces**.
* Orchestrated the API management using **Typescript** to analyze, manage and deploy the APIs.
* Involved in RDBMS development including **Oracle SQL, PL/SQL** database backend programming with stored procedures and Functions.
* Oversaw quality assurance of finished websites including the validation of web forms and links.
* Used **Jira** for bug tracking, issue tracking and project management.
* Configured and customized logs of the application using **Log4J.**
* Crafted use of **SonarQube** to avoid violations that occurred in code Validations using static code analysis which provides a detailed report of code bugs, duplications and vulnerabilities.
* Tested all the modules with unit testing with the help of **JUnit** also used postman to test APIs.
* Used Eclipse as IDE for creating **JSP** and **XML**.
* Orchestrated alongside Business and Development teams to understand requirements, and to determine scope of development.
* Acquired proficiency in deploying applications to **Azure cloud environment** and checking the logs.

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**Client: Marsh, Phoenix, AZ Feb 2012 - May 2013**

**Job Title: Java Developer**

**Responsibilities:**

* Created GUI interfaces and Web pages using **HTML5** and **CSS3**.
* Used Core java Exception handling and **OOPS concepts** to handle small parts of big scale projects.
* Used **GIT** repository to push the code and interact with other developers throughout the company.
* Orchestrated the API management using **Typescript** to analyze, manage and deploy the **APIs.**
* Oversaw quality assurance of finished websites including the validation of web forms and links.
* Used **Jira** for bug tracking, issue tracking and project management.
* Crafted use of **SonarQube** to avoid violations that occurred in code Validations using static code analysis which provides a detailed report of code bugs, duplications and vulnerabilities.
* Tested all the modules with unit testing with the help of **JUnit** also used postman to test APIs.
* Orchestrated alongside Business and Development teams to understand requirements, and to determine scope of development.

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