**Venkat Arikatla**

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| **PROFESSIONAL SUMMARY** |
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* A highly skilled IT professional with around 8 years of comprehensive experience in the ServiceNow platform, specializing as both a Developer and Administrator.
* As a ServiceNow developer, I have gained extensive expertise in IT service Management (ITSM), IT operations management (ITOM), HR service delivery (HRSD), Configuration Management Database (CMDB), and IT Business Management (ITBM).
* Expert in various ServiceNow modules, including Project Portfolio Suite (PPS), Security Incidents, Service Catalog, Service Mapping, Discovery, Event Management, APM, Demand Management, and Reporting/Dashboards.
* Extensive experience with ITSM modules (Incident, Problem, Change, Asset Management, CMDB), optimizing service delivery, managing change requests, and creating knowledge articles to improve efficiency.
* Proficient in developing and configuring a wide range of scripts and rules within ServiceNow, including Business Rules, Script Includes, UI Actions, UI Policies, UI Scripts, and Client Scripts to enhance platform functionality.
* Skilled in configuring advanced features like Catalog Client Scripts, Integration Hub, Flow Designers, Scheduled Jobs, FTP Events, Email Notifications, and Assignment Rules.
* Developed custom ServiceNow UI Pages, UI Macros, and Service Portals using Web 2.0 technologies including HTML5, CSS3, JavaScript, and AJAX.
* Designed and implemented REST and SOAP integrations using HTTP-based protocols to connect ServiceNow with external systems.
* Built enterprise-level ServiceNow applications using low-code tools like Flow Designer, Workflow Editor, and Integration Hub, reducing manual coding and accelerating delivery.
* Automated complex approval and service request workflows using Flow Designer, including conditions, notifications, and REST integrations, minimizing manual effort and human error.
* Implemented and configured ServiceNow SAM Pro (Software Asset Management Professional) module, including normalization, discovery integration, and license reconciliation.
* Proficient in writing SQL queries to retrieve and analyze data from ServiceNow database tables.
* Experienced in implementing best practices and developing Access Control Rules (ACL), Workflow Scripts, and other key ServiceNow components.
* Integrated AI/ML capabilities into ServiceNow using AzureCognitive Services (e.g., Language Understanding, Text Analytics) to enhance NLP-based virtual agent interactions and ticket classification.
* Built proof-of-concept workflows using OpenAI APIs for generating intelligent knowledge base suggestions and automating customer query responses in the Service Portal.
* Implemented intelligent categorization and auto-assignment of incidents using machine learning models trained on historical data, enhancing operational efficiency and reducing triage time.
* Experienced in managing large-scale data imports and exports using Data Sources, Import Sets, and Transform Maps in ServiceNow.
* Experienced in integrating CI/CD pipelines with ServiceNow using tools like Jenkins, GitHub Actions, and **Azure** DevOps to automate update set deployments, testing, and approvals across development environments.
* Proficient in containerization tools like Docker for developing, testing, and deploying isolated ServiceNow utility applications and integration components.
* Integrated TSM with external OSS/BSS systems using REST/SOAP APIs to enable real-time service provisioning and network status updates.
* Applied Domain-Driven Design (DDD) principles to structure scoped applications and modules within ServiceNow, aligning technical solutions with business domains and bounded contexts.
* Designed and implemented microservice-based integrations between ServiceNow and external platforms (e.g., JIRA, Flexera, Azure), enabling independent deployment and scalability of interface components.
* Configured and customized the ServiceNow Telecommunications Service Management (TSM) module to support telecom order management, incident tracking, and service assurance processes.
* Developed telecom-specific workflows for service requests, order fulfillment, and **issue resolution**, aligning with CSP (Communication Service Provider) operating models.
* Integrated TSM with the Product Catalog to manage telecom products like mobile services, broadband, and enterprise circuits.
* Customized SOM workflows and scripts to align with enterprise software lifecycle and procurement processes.
* Utilized jQuery and GlideForm APIs to create responsive and interactive ServiceNow forms and catalog items.
* Implemented ServiceNow IRM solutions to streamline risk assessment, compliance, and remediation, optimizing data validation and load times for a seamless user experience.
* Functional knowledge and practical experience in executing ITSM frameworks, with strong expertise in project management and collaborating with customers and clients to ensure successful project outcomes.
* Proven ability to effectively collaborate with stakeholders, driving successful ITSM and ITOM implementations.
* Implemented automated multi-cloud discovery and monitoring (AWS, Azure, GCP) with ServiceNow ITOM, enhancing CMDB accuracy and integrating Service Mapping for robust CI relationships.
* Developed and tested outbound REST and SOAP messages for real-time communication between ServiceNow and third-party platforms.
* Configured software normalization, publisher packs (e.g., Microsoft, Oracle, Adobe), and license models for compliance tracking.
* Streamlined cloud asset discovery and CMDB integration with ITOM Discovery, enabling real-time CI updates and improved infrastructure transparency.
* Built and customized widgets on the Service Portal using AngularJS and Bootstrap for responsive UI/UX.
* Experienced in using SQL for troubleshooting, reporting, and custom analytics within ServiceNow.
* Configured and optimized ServiceNow Event Management to consolidate alerts, enable proactive incident response, and integrate with SolarWinds and BigPanda for centralized IT operations monitoring.
* Developed and implemented comprehensive Service Catalogs and Service Level Management (SLM) systems, optimizing service request processing and streamlining delivery across organizations.
* Extensive experience managing the ServiceNow CMDB, including CIs, relationships, health dashboards, and using Discovery for accurate configuration data.
* Familiar with joins, subqueries, aggregation functions, and performance tuning of SQL queries.
* Extensive experience in managing and automating the lifecycle of software, hardware, and cloud assets using IT Asset Management (ITAM) and Software Asset Management (SAM) on the ServiceNow platform.
* Proficient in integrating ServiceNow with external systems and tools such as LDAP, SSO, and third-party applications using REST/SOAP APIs, with experience in configuring integrations with platforms like JIRA, GitHub, and external CRMs.
* Parsed and handled data in JSON and XML formats for web service requests and responses in ServiceNow integrations.
* Extensive experience in SOAP/REST integrations using SOAP/WSDL, and expertise working with multiple ServiceNow versions and releases, including Madrid, New York, Orlando, Paris, and Quebec.
* Configured applications on the ServiceNow platform within ITIL management, showcasing strong functional and technical expertise in delivering medium to large-scale implementations.
* Experienced in ITIL and SCRUM methodologies, applying structured approaches to IT service management and agile software development.
* Proficient in managing all phases of the Software Development Life Cycle (SDLC), including requirements gathering, design, architecture, coding, testing, and support.
* Skilled in applying various methodologies such as Agile Scrum, Waterfall, and V-model to deliver effective and structured solutions throughout the SDLC.
* Experienced in managing large-scale data imports and exports using Data Sources, Import Sets, and Transform Maps in ServiceNow.
* Experienced in HR Case Management, HR Tasks and creating record producers.
* Provides daily support for the Service Management Platform (ServiceNow), including configuration, integration, customization, and administration of ServiceNow processes such as user and group management.
* Leading the implementation, planning, and execution of ServiceNow releases and upgrades.
* Experienced in a wide range of web technologies, including HTML, HTML5, CSS/CSS3, JavaScript, jQuery, AngularJS, XML, and Web Services, with extensive development expertise in applying Java and JavaScript design patterns.
* Strong leadership, communication, and work ethic, with quick adaptability to new technologies. Skilled in team collaboration, process improvement, and supervisory tasks, with a focus on compliance in regulated environments.

| TECHNICAL SKILLS |
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| Category | Skills |
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| Development | JavaScript, AJAX, HTML, DHTML, HTML5, CSS, JQuery, Business Rules, XML, SOAP, Web services, Enterprise Service Bus (ESB), Workflows |
| Database | SQL, Oracle Databases |
| Operating Systems | Windows, UNIX, Linux |
| ServiceNow | ITSM, ITOM (Event Management, Discovery, ITOM Pro Plus, Business Service Monitoring (BSM)), ITBM, CMDB, ServiceNow Impact Support, Service Mapping, Workflow Automation, Service Catalog, HRSD, SAM, IRM |
| Software Methodologies | Agile, Scrum, ITIL, SDLC (Waterfall, V-model) |
| Integration & APIs | REST/SOAP APIs, LDAP, SSO, JIRA, GitHub, Twilio, AWS Cloud Services |
| Tools & Applications | MS Office, Visual Studio |
| ServiceNow Specific | MID Server, Discovery and Dependency Mapping, Update Sets, Import Sets, Customization, Service Desk, Service Catalog, Change Request, ESS |
| Service Management | Service Level Agreements (SLAs), Operational Level Agreements (OLAs), SLM, Data Management, Business Service Catalogs, Data Integrity, Data Sources |
| Support & Maintenance | Production Support |

| PROFESSIONAL EXPERIENCE |
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**Client: Cisco, San Jose, CA May 2024 to Present**

**Role: Sr. ServiceNow Developer  
Responsibilities:**

* Created Business Applications and Application Services (Business application environments) as per CSDM framework.
* Created relationships between Business Application and Application Services.
* Converted Application Services to Mapped Application Services using relationship mapping.
* Created Dynamic CI groups for patch management related change tickets.
* Configured CMDB Data manager policies to retire, archive and purge CIs.
* Integrated SOM with Discovery and SCCM to collect and normalize software installation data across the enterprise.
* Engineered event-driven automation in CMDB and Incident workflows using Script Actions, Events, and Notification Events to trigger alerts, audits, and escalations in real-time.
* Decomposed monolithic ServiceNow implementations into modular apps following microservices architecture, improving agility in feature delivery and reducing regression risk
* Developer for Service Catalog, Service Requests configurations, AD Integration using SAML, Integration of federated CMDB through ServiceNow Mid-Server technologies, Incident Management, Problem Management, Knowledge Management and Change Management workflows and respective customizations.
* Experience Developing ServiceNow applications from Business Requirements and Technical design documents.
* Participating in meetings with SME's and Project Managers to analyze the requirements and developing the workflow design of request items using Agile Methodologies.
* Building new catalog items with the use of UI Policies, UI Actions, Client Scripts and Business rules as per the business need.
* Integrated OpenAI GPT APIs with ServiceNow Virtual Agent to provide contextual and dynamic responses in IT support scenarios.
* Integrated Jenkins pipelines with ServiceNow to automate code validation, unit testing, and deployment of scoped applications between dev, test, and prod instances.
* Used Docker to containerize ServiceNow integration scripts and utility services, enabling consistent testing across environments.
* Used Azure AI services (Computer Vision and Language Understanding) to automate document classification and ticket enrichment in ServiceNow HRSD.
* Developed AI-based recommendation engine using Azure Machine Learning to suggest relevant catalog items based on user profile and previous interactions.
* Created and enhanced multiple Service Catalog Items, Order Guides, and Record Producers using drag-and-drop UI elements, catalog client scripts, UI policies, and built-in components.
* Designed dynamic user interfaces and forms with Form Designer, UI Policies, and Client Scripts, enabling context-sensitive field behavior without writing extensive code.
* Developed data sources and transform maps to import entitlements and license data from third-party procurement tools (e.g., Flexera, Ariba).
* Utilized SQL-like GlideRecord API for querying and manipulating records in ServiceNow.
* Wrote business rules to avoid empty configuration items to be stored in CMDB after discovery tool runs a scheduled job.
* Implemented Order Management for TSM, enabling efficient provisioning and tracking of telecom services, including logical and physical inventory management.
* Built custom UI policies and client scripts to streamline the telecom order fulfillment process, ensuring validation at each lifecycle stage.
* Worked on software recognition models and setup of Content Library updates to improve software classification accuracy.
* Created many Service Catalogs, Record Producers as per the client requirements. Also, made enhancements to the existing catalog items
* Developed lot of client scripts, UI Policies, Script Includes, Business Rules across the application as per the requirement.
* Developed complex reports and dashboards in ServiceNow using knowledge of SQL-style data structures.
* Created workflows and approvals for the service catalogs to generate the approvals and corresponding catalog tasks.
* Configured and maintained secure web service connections using HTTPS, OAuth 2.0, and Basic Authentication in ServiceNow.
* Customized ServiceNow UI using Web 2.0 technologies to enhance user experience in incident, request, and change modules.
* reated custom tables and views in ServiceNow for data analysis and reporting.
* Implemented Verizon eBonding integration with ServiceNow.
* Implemented JAMF integration for Mac Devices.
* Applied HTML/CSS and client scripts to tailor ServiceNow interfaces for better responsiveness and usability.
* Implemented Service Graph Connector for Tanium Plugin to populate delta data for Personal Computers.
* Installed CyberArk Agents on the dedicated discovery mid servers to run discovery schedules.
* Supported integration troubleshooting by analyzing HTTP status codes, response headers, and payloads in REST/SOAP logs.
* Implemented Data Sources and created transformation maps to import the data into ServiceNow from different data sources.
* Good experience in using Integration hub ETL to transform data from the TANIUM application.
* Worked on different incidents in CMDB/Discovery.
* Troubleshooting experience in Pattern debugging and validating credential issues.
* Good experience in creating discovery schedules based on the IP Subnets.

**Client: SafeWay, Pleasanton CA Jul 2022 to Apr 2024**

**Sr. ServiceNow Developer / Admin  
Responsibilities:**

* Collaborated with stakeholders to gather and analyze business requirements and technical specifications for the ServiceNow platform, developing solutions for ITSM, ITOM, and HRSD.
* Led design, configuration, and customization of ServiceNow modules, including Incident, Change, Problem, Service Catalog, Knowledge Management, CMDB, and Service Portal.
* Managed projects and task activities using Agile/Scrum methodologies, participating in daily Scrum meetings, sprint planning, and review sessions to deliver high-quality solutions.
* Developed and customized various Catalog Items, UI Policies, Client Scripts, variables, and workflows to meet customer requirements, including complex workflows and automation for Catalog submissions.
* Created and deployed Update Sets, merging them across environments, and utilized Import Sets for loading data into ServiceNow tables.
* Developed and optimized SQL-based queries for external integrations (e.g., with external databases using MID servers).
* Collaborated with data science team to integrate TensorFlow predictive models with ServiceNow workflows for proactive issue resolution and risk scoring.
* Built ML pipelines to classify change request risk levels, integrated with Change Management workflows to trigger appropriate approval chains.
* Modeled business applications and services using DDD-style aggregates and entities aligned to the CSDM framework for better logical ownership and traceability.
* Enabled scalable event consumption by integrating external event sources (e.g., JAMF, Tanium, CyberArk) through MID Server orchestrations and message queues.
* Built dashboards and reports to identify overlicensed and underlicensed software, driving cost savings through optimization.
* Enabled secure communication with third-party tools using web protocols and ServiceNow MID server configuration.
* Automated workflows and processes using Run Script Activities, integrating ServiceNow with SQL databases and external applications through SOAP and REST APIs for data synchronization and business logic implementation.
* Configured **GitHub Actions** for code versioning, peer reviews, and continuous integration in ServiceNow development, ensuring auditability and traceability of update sets.
* Collaborated with DevOps team to deploy and manage MID servers and discovery infrastructure using **IaC** scripts, enhancing environment scalability and consistency.
* Modeled Customer-Facing Services (CFS) and Resource-Facing Services (RFS) in TSM using the Service Model framework to ensure a seamless mapping between business and infrastructure layers.
* Defined complex product offerings using the Product Catalog module, enabling dynamic bundling and automated fulfillment.
* Monitored and managed license compliance across multiple vendors including Microsoft, IBM, Adobe, and Oracle.
* Leveraged IntegrationHub Spokes for out-of-the-box integrations with platforms like Jira, Slack, Twilio, Azure, and Google Maps, without deep coding effort.
* Developed mobile-first workflows for field technicians using ServiceNow’s Mobile App Studio, integrating real-time GPS tracking, barcode scanning, and signature capture—all configured via low-code tooling.
* Designed and customized Service Portals using Portal Designer, creating responsive, mobile-friendly user experiences for ITSM and HRSD with AngularJS, JavaScript, and HTML/CSS, and aligning layouts with business branding.
* Assisted in configuring catalog items and forms with dynamic behaviors using JavaScript and GlideForm APIs.
* Designed and developed RESTful web services using Java, Spring MVC, AJAX, and Multi-Threading for efficient data processing and service integration.
* Collaborated with developers to design intuitive and user-friendly interfaces using modern Web 2.0 practices in ServiceNow.
* Worked with JDBC connections for data retrieval and synchronization with external SQL databases.
* Created scheduled data extraction scripts using SQL queries in integration scenarios.
* Developed and optimized ITOM solutions, leveraging Event Management to automate incident generation, streamline CI monitoring, and reduce MTTR by centralizing event data from diverse monitoring tools.
* Enhanced real-time infrastructure monitoring through ServiceNow Discovery and Event Management integration, implementing proactive alert mechanisms and minimizing service outages.
* Leveraged ITOM Pro Plus to optimize event correlation rules, reducing alert noise and improving the precision of root cause analysis (RCA) through event-driven automation.
* Enabled automated reclamation of unused software using reclamation rules and workflows.
* Configured Service Mapping to enable visibility into key business services, ensuring end-to-end monitoring and mapping critical CIs to business applications for improved impact analysis.
* Configured Business Service Monitoring (BSM) dashboards to enhance event visibility, enabling real-time correlation of alerts to impacted services. This improved proactive incident response and reduced false positives.
* Extended CMDB data model to accommodate specific requirements for Discovery integration with cloud and on-premises resources, ensuring all critical CIs, servers, storage, and middleware devices were accurately represented.
* Provided input on UI/UX improvements leveraging Web 2.0 principles to enhance self-service portals and dashboards.
* Integrated ServiceNow with third-party applications such as SharePoint, SolarWinds, and Twilio, configuring LDAP for authentication and Active Directory for user, group, and role management.
* Created Order Guides and Service Level Agreements (SLAs) to streamline service delivery, enabling users to request multiple services simultaneously with automatic approval workflows.
* Wrote Business Rules, Client Scripts, Script Includes, UI Actions, and Jelly Scripts to support custom functionality across ServiceNow modules.
* Integrated AWS services with ServiceNow, syncing cloud resources such as EC2 instances, S3 storage, and RDS databases into the CMDB.
* Configured AWS CloudWatch alerts with ServiceNow ITOM Event Management for automated incident workflows, utilizing ServiceNow Discovery, Service Mapping, and third-party integrations for real-time CI visibility and response.
* Integrated Splunk, Dynatrace, and Nagios as additional event sources within ServiceNow Event Management, optimizing event correlation and improving the accuracy of automated incident creation.
* experience with ServiceNow and emphasize your focus on IT Operations Management (ITOM) and Application Portfolio Management (APM).
* Integrated ServiceNow with BigPanda to enhance incident management by consolidating alerts from various monitoring tools, enabling proactive issue resolution through automated workflows.
* Actively participated in system testing, quality assurance, and troubleshooting for ServiceNow deployments, resolving issues related to ITSM, CMDB, LDAP, and network automation.
* Developed advanced event correlation rules using threshold-based alerts, dynamically adjusting based on seasonal patterns to improve event suppression and avoid unnecessary incident generation.
* Implemented SSO for centralized login using Active Directory and ensured data security through ACLs and Data Policies.
* Coordinated with integration teams to design and test RESTful and SOAP-based web services for bi-directional data exchange.
* Performed SQL query optimization for performance improvement in large ServiceNow instances.
* Leveraged PowerShell and Windows Shell scripting for automation tasks and integrated ServiceNow APIs hosted on Azure using Docker containers.
* Documented all development, design, installation, and testing processes for ServiceNow implementations and prepared system integration documentation.
* Acted as a subject matter expert (SME) for ServiceNow, providing guidance and solutions to improve operational efficiency and ensure alignment with ITIL best practices.
* Integrated third-party vulnerability scanning tools and APIs into ServiceNow for automated vulnerability management workflows, enhancing the platform’s compliance tracking and remediation processes.

**Client: Freddie Mac, McLean, VA  Sept 2020 to Jun 2022**

**Role: ServiceNow Developer**

**Responsibilities:**

* Implemented and customized ServiceNow modules (ITSM, ITOM, ITBM) per ITIL standards, including Incident, Problem, Change, Knowledge, Service Catalog, CMDB, and Service Portal.
* Led the end-to-end implementation of ServiceNow solutions in client environments, ensuring alignment with business needs and technical requirements.
* Created and managed Service Catalog Items, automating workflows for processes like Employee Onboarding, Transfers, and Terminations with efficient configuration and form customization.
* Designed RESTful web services using Java, Spring MVC, AJAX, and multi-threading to integrate ServiceNow, utilizing RESTful and SOAP APIs for seamless data synchronization.
* Created and modified Business Rules, Script Includes, UI Policies, UI Actions, and Client Scripts to implement custom business logic and support ServiceNow functionalities across modules.
* Managed IT Asset Management (ITAM) workflows, data imports, and third-party integrations, while gathering requirements and configuring automated workflows as a technical consultant.
* Configured CMDB and ServiceNow Discovery, setting up MID servers and classifiers to ensure accurate CI data, while managing CI relationships to support Change and Incident Management.
* Automated promotion of scoped applications and update sets between ServiceNow instances using Jenkins and ServiceNow API integrations, reducing manual overhead and improving release cycle efficiency.
* Managed artifact versioning and deployment orchestration for custom ServiceNow apps using GitHub, Nexus, and CI/CD workflows.
* Used event-driven architecture to connect ServiceNow Event Management with tools like SolarWinds and Dynatrace, triggering incidents based on telemetry and thresholds dynamically.
* Defined service boundaries and modular integrations using DDD-aligned structures, supporting service-based ownership and targeted change control.
* Implemented CMDB enrichment strategies using Event Management data, ensuring real-time updates of CI health based on correlated alerts from monitoring tools like SolarWinds and Nagios.
* Participated in ServiceNow upgrades (e.g., Jakarta to London, Paris upgrades), ensuring seamless transitions, resolving conflicts, and implementing new features with minimal disruptions.
* Created interactive, user-friendly Service Portals with Portal Designer, customizing themes to align with Disney's branding and improving navigation through optimized layouts, headers, and footers.
* Leveraged TSM Assurance capabilities to manage service quality, detect degradations, and trigger automated incident creation based on monitoring data.
* Enhanced service reliability by integrating Event Management and TSM for proactive alerting and root cause analysis of telecom outages.
* Implemented role-based access control using Access Control Rules (ACLs) and Data Policies, configured through no-code security models in ServiceNow.
* Enabled automated technician dispatching using FSM low-code tools, setting up skills-based assignment rules and dynamic job scheduling interfaces via configuration rather than scripting.
* Developed and enforced governance policies for software request, approval, deployment, and retirement.
* Integrated ServiceNow with third-party tools such as SharePoint, SolarWinds, and Twilio, and configured Single Sign-On (SSO) using Active Directory credentials and LDAP for authentication.
* Implemented ServiceNow Event Management (ITOM) by configuring connectors and orchestrating workflows for automated event-to-incident mapping, reducing manual handling and improving event correlation.
* Designed and implemented automated event-driven incident handling, integrating ServiceNow Event Management with AI-based anomaly detection models in Dynatrace and Splunk for intelligent alert suppression.
* Administered Access Control Lists (ACLs) and Data Policies for data security and user role management, ensuring appropriate access controls and permissions across the platform.
* Performed data imports using Import Sets and Transform Maps, automating scheduled data imports for synchronizing data from external sources, and troubleshooting integration issues related to CMDB and LDAP.
* Created Update Sets to manage and deploy changes across environments, merged updates, and resolved conflicts during ServiceNow implementations.
* Configured and maintained the software model lifecycle, including request, procurement, deployment, use, and decommissioning.
* Developed scripts using PowerShell and Windows Shell for automation tasks and built solutions for cloud deployments on Azure.
* Configured email notifications and alerts to notify users of key activities within ServiceNow, improving communication and issue tracking.
* Collaborated with procurement and legal teams to ensure contract compliance and vendor audit readiness.
* Experienced in Agile/Scrum methodologies, collaborating with stakeholders, documenting business processes, and participating in sprint planning and retrospectives.
* Led Discovery, Change, Incident, and Problem Management efforts, providing continuous support and managing the lifecycle of tickets and changes to ensure timely resolution.
* Delivered thorough testing (QA/UAT) and ensured proper documentation of all implementations, maintaining a clear roadmap for future development and enhancements.

**Client: Optum ( UHG ), Charlotte, NC Jun 2018 to Aug 2020**

**Role: ServiceNow Developer  
Responsibilities:**

* Developed and implemented comprehensive solutions for Incident, Problem, Change, Release Management, and Service Catalog, utilizing CMS and creating custom workflows, UI pages, and client scripts.
* Customized ServiceNow modules (ITSM, ITBM, ITOM, HRMS, CMDB) using Business Rules, UI Policies, Script Includes, and Flow Designer to optimize automation and user interaction.
* Applied strong knowledge of IT Infrastructure Library (ITIL) standards to inform the development and customization of IT service management applications, ensuring alignment with industry best practices.
* Developed visually engaging Service Catalogs and workflows, ensuring seamless day-to-day administration and approval processes.
* Automated software harvesting/reclamation processes to reduce unused license costs using Flow Designer and Orchestration.
* Managed the Configuration Management Database (CMDB), defining entity relationships, executing data migrations, and performing data normalization to improve data accuracy and reliability.
* Collaborated with stakeholders to define Configuration & Asset Management requirements and developed comprehensive data models for CMDB and ITAM.
* Leveraged Discovery and SCCM integrations to automate data population and ensure system-wide data consistency.
* Orchestrated seamless integration between ServiceNow and external systems, including SCCM, BMC, ADDM, and other third-party tools via RESTful APIs and SOAP for cross-platform data sharing and process automation.
* Utilized ServiceNow’s reporting and Performance Analytics capabilities to create customized dashboards and reports, providing actionable insights for management and facilitating data-driven decision-making.
* Developed real-time event dashboards for IT leadership, aggregating alerts from Splunk, SolarWinds, and Nagios into a single-pane-of-glass view to drive faster decision-making.
* Created and managed ETL processes and data models to support BI and Big Data environments for efficient data retrieval and reporting.
* Created custom reports and KPIs to track license utilization, compliance trends, and cost savings.
* Enhanced ITOM Event Rules to filter out redundant alerts by applying machine learning-based event deduplication, reducing alert fatigue by 30% and improving the efficiency of L1 support teams.
* Collaborated with teams to gather requirements, developing user-centric solutions and supporting projects with UAT, feedback integration, and iterative enhancements.
* Managed ServiceNow platform upgrades, patches, and fixes, ensuring minimal disruption to operations. Documented processes and maintained system configurations.
* Led FSM schedule design and dispatch processes, ensuring efficient allocation of resources and timely job completion based on location, skills, and availability.
* Tuned software discovery models and license metric definitions (per-core, per-user, etc.) for accurate usage calculation.
* Implemented and conducted penetration tests and managed GRC to ensure system security, compliance, and governance. Maintained data synchronization between Flexera and ServiceNow for accurate governance and risk management.
* Developed operational requirements documentation and provided training to operational staff on new features, ensuring proficient maintenance and use of ServiceNow solutions.

**Client: Globex Digital Pvt ltd, Hyd, India Oct 2016 - Dec 2017**

**Role: ServiceNow Developer / Admin  
Responsibilities:**

* Implemented CTI integrations and designed workflows, integrating ServiceNow with third-party tools via Web Services, LDAP, JDBC, and custom WSDLs using Script Includes for Business Rules and Client Scripts.
* Designed and delivered technical methodologies for the ServiceNow platform, including creating front-end forms, Client Scripts, and UI Policies with advanced customizations involving UI Pages and Macros.
* Developed and deployed new Service Catalog items, gathering requirements from stakeholders and clients to ensure alignment with business needs. Created reusable Workflows and standard templates for improved efficiency.
* Supported ServiceNow customization efforts, rolling out applications such as Incident Management, Problem Management, SLA, Service Catalog, Change Management, and Project Management.
* Managed the Configuration Management Database (CMDB), migrating CI attributes using Import Sets, and establishing relationships between CIs to support change and incident management.
* Worked on Asset Management (ITAM), including managing clone scheduling processes and role request functionality, ensuring accurate data tracking and management across the system.
* Experienced in ServiceNow modules such as Incident, Problem, Change Management, and Discovery. Managed system security by configuring ACLs, roles, views, and user groups.
* Handled User Management tasks such as adding, updating, and deactivating users, ensuring compliance with licensing requirements.
* Developed Data Sources for integrating external data into ServiceNow, parsing it for transformation, and created custom reports based on management requirements and business logic.
* Utilized FSM analytics and reporting to optimize resource allocation, reduce travel time, and minimize service costs.
* Led the upgrade of the ServiceNow platform, ensuring minimal disruption to ongoing operations. Implemented patches, conducted thorough testing, and documented upgrade procedures for future reference.
* Supported ServiceNow installation by configuring and customizing the system, gathering user requirements, developing custom workflows, and conducting quality assurance (QA) and User Acceptance Testing (UAT).
* Created and executed UAT test cases, prepared Doer-Checker documents for quality control, and trained Service Desk teams on new features to ensure smooth testing and quarterly releases.
* Documented all implementations, best practices, and configurations to establish a clear process roadmap for team members and future projects.

**Client: Spectra Info Systems, Hyd, Ind. Jun 2015 to Sep 2016**

**Role: ServiceNow Admin**

**Responsibilities:**

* Managed day-to-day operations within the ServiceNow platform.
* Facilitated the rollout of new applications and modules.
* Designed and configured Service Catalog and Request Workflows.
* Coordinating improvements and developments in incident, change, request, and problem management with the team members.
* Collaborated with clients to gather functional requirements for ServiceNow.
* Created Email Notifications and Inbound Actions.
* Developed UI Actions for buttons and context menus on forms and lists.
* Worked across various ServiceNow modules, including incident, problem, change, and service catalog.
* Implemented, maintained, and documented the ServiceNow platform in order to meet particular business requirements to assist ITIL and business processes.
* Developed workflows for Incident Management, Change Management, Service Requests, and SLAs.
* Created transform maps for importing CMDB data and performed CRUD operations.
* Imported data from external sources, such as Excel sheets, using Transform maps.
* Worked on change management module by enhancing the tool to the stakeholders and made it easy to understand.
* Designed and implemented new functionalities using Business Rules, UI Policies, and Access Lists.
* Worked with windows team, network team and Asset team to check for the data collected through discovery is accurate.
* Utilized Import Sets and Transform Maps for data import into ServiceNow.
* Applied Scrum/Agile methodologies in project execution.
* Configured chat functionality for the Service Desk ticketing queue.

| Education |
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Sathyabama Institute of Science & Technology, Chennai **Jul 2011 - May 2015**

Bachelor of Engineering - BE, Computer Science