**Name: Ajay Irukula**

**ServiceNow Architect /Team lead / Developer**

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# **SUMMARY**

* IT professional with over 10 years of experience in ServiceNow implementation, development, and administration. Extensive hands-on expertise across multiple ServiceNow modules, including ITSM, ITOM, HRSD, CSM, and FSM. Proven ability to analyze end-user requirements, translate business needs into functional solutions, and contribute to the creation and refinement of user stories. Strong background in delivering scalable ServiceNow solutions that align with organizational goals and improve service delivery

**Highlights Of His Technical Experience Are -**

* Experience in configuring and customizing UI actions, UI policy, Business rules, Data policies, Client scripts.
* Have experience on upgradation of Service Now instances from one version to the latest version.
* Experience in handling tables on CMDB and had a profound knowledge on DISCOVERY Itom
* Experience on Integration with 3rd party Applications using REST API’s and Flow Designer by using spokes like Jira, Azure, Kafka, Okta from Flow Designer
* Experience in designing, developing, customizing & administering Case management and Knowledge Management in HRSD and CSM. Proficient in designing and implementing CSM solutions including Case Management, Playbooks, SLAs, and Task Routing based on customer priorities and business requirements.
* Hands-on experience in configuring customer accounts, contacts, consumers, and managing relationships for both B2B and B2C environments.
* Collaborated with cross-functional teams to identify use cases for AI search, summarization, and recommendation engines across service portals.
* Built workflows for policy lifecycle management, including review, approval, attestation, and publishing via knowledge base.
* Integrated external compliance data sources with ServiceNow to enable real-time compliance scorecards and dashboards.
* Developed custom risk assessment questionnaires, using Risk Scoring formulas and Risk Indicators to evaluate inherent and residual risks.
* Automated evidence collection and control testing processes using continuous monitoring and scheduled tasks.
* Configured issue management workflows to capture audit findings and track mitigation through risk response tasks.
* Created dynamic compliance reports and board-level dashboards with Performance Analytics for executive visibility.
* Integrated Knowledge Management and Virtual Agent with CSM to promote self-service and reduce case volume.
* Built and deployed customer portals using Service Portal to enable external users to raise, track, and resolve issues seamlessly.
* Designed CSM dashboards and performance analytics to monitor KPIs like First Call Resolution, Case Volume, and SLA breaches.
* Implemented Guided Decisions and Agent Assist tools to help service agents deliver consistent, efficient, and intelligent customer service.
* Worked on CSM Playbooks and Workflows to standardize processes for issues like Onboarding, Complaints, and Escalations.
* Experienced in implementing and customizing ServiceNow HR Service Delivery (HRSD), including Case Management, Knowledge Management, and Employee Service Center (ESC) portal.
* Strong hands-on expertise in HR Lifecycle Events, configuring complex onboarding, offboarding, and employee transition workflows using Flow Designer.
* Integrated HR Profiles with third-party systems to maintain accurate employee data and drive automation across HR processes.
* Designed and deployed intuitive Employee Service Center (ESC) portals with personalized user experiences and quick links for employee self-service.
* Automated document generation and digital signature workflows using Adobe Sign integration, ensuring secure and compliant HR operations.
* Collaborated with stakeholders and cross-functional teams to define customer service strategies and digitize customer experience using ServiceNow.
* Experience in integrating external CRMs, telephony systems (CTI), and surveys into CSM workflows for enhanced case handling feedback.and jelly scripts for ui pages
* Developed and fine-tuned custom Discovery probes and Orchestration workflows to support non-standard systems and services, ensuring full coverage of unique infrastructure components

# **Work Experience:**

**Client: CISCO – US || Feb 2025 – Till Today**

**ServiceNow Architect /Team lead –ITOM /Scope Application/ITSM/HRSD& FSM**

* + Implemented ITOM modules such as Event Management, Health Log Analytics, and Operational Intelligence, enabling proactive incident detection and reduced MTTR.
	+ Developed custom Scoped Applications tailored to client-specific use cases, leveraging Flow Designer, Integration Hub, and REST APIs for seamless third-party integrations.
	+ Configured Procurement application by building custom catalog items, purchase requisitions, and approval workflows integrated with Vendor and Asset Management modules, improving purchasing efficiency.
	+ Developed custom solutions using Glide APIs (Glide Record, Glide Form, Glide Ajax) to perform advanced server and client-side scripting for data lookups, form behavior, and background record processing.
	+ Created dynamic UI pages using Jelly scripting in ServiceNow to support custom dialog boxes, modals, and form layouts for legacy UI needs, improving user experience in scoped applications.
	+ Built Scoped Applications using ServiceNow Studio, defining custom tables, modules, application menus, and security rules while maintaining upgrade-safe development practices.
	+ Automated assessments using Flow Designer and custom triggers based on vendor tier and compliance status. Integrated with Document Management and Risk Exceptions modules.
	+ Customized Procurement workflows to support multi-level approval chains, auto PO generation, and budget validation by writing complex Business Rules and Script Includes.
	+ Utilized Jelly to customize service catalog and order guides, enabling dynamic field visibility and conditional messages for procurement-related catalog items.
	+ Used Studio to develop custom forms and related lists for TPRM and Procurement apps, enabling tailored UI experiences and easier navigation for business users.
	+ Created comprehensive training documentation and knowledge articles to support user adoption and understanding of ITSM processes on the ServiceNow platform.
	+ Continuously monitored ITSM process performance through dashboards and reporting, identifying automation opportunities and driving continual service improvement. Implemented mobile configuration and work order checklists to streamline technician field operations and ensure SLA adherence.
	+ Integrated FSM with Inventory Management and Knowledge Base for enhanced field technician support.
	+ Developed automated notifications and calendar integrations for technician scheduling and customer appointments.
	+ Enabled Dynamic Translation across portals and forms to support multi-language users using the Now Translate plugin.
	+ Customized translation setups for Knowledge Articles, Catalog Items, and custom UI elements using i18n and Message Catalogs.
	+ Implemented fallback mechanisms and translation review processes to ensure accuracy across locales.
	+ Implemented and configured Virtual Agent with custom topics for self-service, order status, issue triage, and password resets.
	+ Leveraged Predictive Intelligence for ticket categorization, assignment, and sentiment detection to boost operational efficiency.

**Client: Elevance Health– US || Nov 2023 – Feb 2025 ServiceNow Architect /Team lead –ITOM/HRSD/ITSM/CSM**

* + Independently worked on fixing the issues and enhancements for ITOM and ITSM
	+ Led the implementation of horizontal discovery in ServiceNow to identify and map business services, applications, and associated infrastructure across multiple environments ITOM.
	+ Designed and configured horizontal discovery patterns to extend visibility into diverse systems and technologies, ensuring comprehensive coverage of IT assets.
	+ Enabled risk register with dynamic filtering by department, region, and risk category.
	+ Worked on integrating ServiceNow with Jira using REST API by using flow designer spokes.
	+ Created workspace to the agents with Suite of tools that provides agents, case managers, help desk professionals and managers quick access to what they need to help answer customer questions.
	+ Developed and maintained Java-based ServiceNow applications, implementing scalable backend logic using Java and RESTful APIS.ITOM
	+ Designed and optimized Java-based workflows and business rules within ServiceNow, ensuring efficient process automation.
	+ Developed and customized HR services and lifecycle events including onboarding, offboarding, and transitions using HRSD Lifecycle Events.
	+ Integrated HR profiles with enterprise systems to ensure real-time data synchronization across HR processes.
	+ Customized and managed the HR Employee Service Center (ESC) portal for a unified employee experience.
	+ Configured case and knowledge management specific to HR teams with guided experiences for HR agents.
	+ Enabled digital document management for HR by integrating Adobe Sign with ServiceNow for e- signature workflows.
	+ Developed personalized employee journeys within the ESC using contextual data and lifecycle triggers.
	+ Implemented and maintained automated HR workflows using Flow Designer, improving turnaround time for HR cases.
	+ Built advanced dashboards and reports for HR service delivery metrics and case performance analysis.
	+ Created custom ServiceNow applications using Java and JavaScript, integrating third-party tools via REST/SOAP APIs. Actively contributed to Xanadu version upgrade by analyzing platform changes and ensuring customizations were forward-compatible.
	+ Performed pre-upgrade assessments including plugin reviews, deprecated APIs, and impact on scoped applications.
	+ Worked on Next Experience UI adjustments as part of the Xanadu upgrade rollout.
	+ Engaged in post-upgrade testing of integrations (e.g., Azure, MID Servers, external APIs) to ensure business continuity.
	+ Ensured rollback plans and backups were in place prior to production upgrade execution.
	+ Developed Java-based integrations for ServiceNow with external systems, improving interoperability and data
	+ Monitor Host System Performance and troubleshoot OS-level issues impacting MID Servers.
	+ Manage Virtualized Environments where MID Servers are deployed on virtual machines.
	+ Ensure VM Resource Optimization for MID Servers by managing allocation and performance.
	+ Troubleshoot VM-Related Issues that may affect MID Server operations and performance.
	+ Implemented JavaScript-based validation scripts to enforce data integrity and workflow accuracy in ServiceNow.
	+ Implemented advanced discovery patterns for complex infrastructure components,ensuring comprehensive visibility into all Configuration Items (CIs).
	+ Designed and executed automated discovery schedules, improving data accuracy and reducing manual intervention in asset tracking and management ITSM

**Client: Hitachi energy – US || Sep 2020 - Oct 2023**

 **ITSM, HRSD,CSM & Scope Application**

* + Configured IVR workflows to interact with customer data, enabling automated responses for order inquiries, status updates, and troubleshooting within the telecom domain.
	+ Utilized REST APIs and JavaScript to establish seamless communication between the IVR system and ServiceNow, facilitating dynamic data retrieval and updates.
	+ Enhanced customer experience by reducing manual intervention through automated voice responses, guiding users to appropriate telecom services based on IVR input.
	+ Configured the OMT module in ServiceNow to streamline telecom order management processes, from order initiation to service activation.
	+ Worked on Automated order fulfillment workflows within the OMT module, improving the efficiency of service provisioning and reducing processing time.
	+ Developed and maintained JavaScript-based scheduled jobs for data processing and automation within ServiceNow.
	+ Developed automated test cases using ATF for critical modules like Incident, Change, and Case Management, ensuring consistent regression testing coverage during updates and deployments.
	+ Built reusable ATF test suites to automate end-to-end functional testing of Service Catalog items, HR services, and custom workflows, reducing manual testing efforts.
	+ Performed upgrade testing using ATF to validate platform behavior post-patch and major releases, minimizing the risk of post-upgrade issues.
	+ Worked closely with cross-functional teams to customize the OMT module for service assurance, ensuring accurate and timely delivery of telecom services.
	+ Developed Order Management Dashboards in ServiceNow to provide real-time insights into order capture, fulfillment, and performance metrics, improving decision-making and operational efficiency.
	+ Designed and implemented Order Capture processes within ServiceNow, streamlining the intake and validation of B2B and B2C orders.
	+ Enabled efficient management of business operations by leveraging ServiceNow for both B2B and B2C frameworks, ensuring tailored solutions for diverse business models
	+ Created complex reports for Executives to view all the Assets and Incidents.
	+ Demonstrating Change Management and Demand Management modules to executive committee for feedback.

**Client: News Corp – US || Oct 2017 - Aug 2020 ServiceNow Developer -Team Lead-/ ITSM-HRSD Location: -New York**

* + As a Developer worked on Implementation of HRSD Module for Case Management and Knowledge Management. He worked on following –
	+ Worked on UI policies, UI Actions, Flows Designer, Client Scripts, Data Policies, and Business Rules.
	+ Consulted and worked with service client base to make recommendations on business and process improvement.
	+ Assisted with the development of processes and procedures to improve incident response times, analysis of incidents
	+ Developed custom dashboards and reports for real-time project tracking and decision-making.
	+ Implemented resource management functionalities to optimize workload distribution.
	+ Applied VSM during ServiceNow onboarding and module implementations to prioritize development efforts and optimize delivery timelines.
	+ customization of Catalog items, with defined workflows, creation of record producers
	+ Design notifications, inbound actions as per the requirement.
	+ Automated workflows using Flow Designer and Business Rules to improve efficiency.
	+ Familiar with SLA definition, emails Notification, web services integrations using SOAP and REST.
	+ Enhanced HR reporting and analytics to provide insights into service delivery metrics, case resolution times, employee engagement, and HR service performance.
	+ Worked on Business Rules, Client Scripts, UI Policies, UI Actions, Data Policies and Data Dictionary.
	+ Configured the Service Portal to match the theme of the client.
	+ Worked on Flow Designer for automating record operations, notifications, approvals.
	+ Implemented HR Service Delivery (HRSD) to streamline HR services and improve employee experience by providing a self-service portal for HR inquiries, case management, and knowledge base access.
	+ Developed HR case management workflows to track, manage, and resolve HR cases efficiently, reducing response times and improving service delivery.
	+ Configured HR service lifecycle from intake to resolution, ensuring each stage of the process is automated and aligned with HR business objectives.
	+ Created functional and technical specifications documents for ServiceNow Modules.

Worked with Transform Maps, Data Sources and different transform scripts for data loads and management.

**Client: Volkswagen – IND|| July 2015 – Aug 2017**

 **ITSM Developer- India**

* + Implemented, documented, and maintained the ServiceNow platform to meet specific business needs, supporting ITIL and business processes.
	+ Created reports, workflows, and data imports for Incident, Problem, Service Request, and Change Management

modulus’s

* + Handled and resolved IT incidents and problems reported by users, including investigation, root cause analysis, and permanent solutions to reduce recurrence.
	+ Maintained knowledge base articles to support user self-service and issue resolution.
	+ Built custom reports and dashboards for operational and executive-level visibility.
	+ Worked on Azure integration to enable secure and efficient communication between ServiceNow and cloud infrastructure. CSM
	+ Utilized update sets for promoting customizations across development, test, and production environments.
	+ Customized the Knowledge Base and implemented relevant user-friendly search capabilities.
	+ Configured Case Management workflows, including case creation, routing, SLA management, and resolution processes.
	+ Integrated CSM with Knowledge Base and Virtual Agent to enable proactive support and guided resolutions.
	+ Set up Account, Contact, and Consumer models to track customer interactions and service history.
	+ Enabled playbooks and guided decisions to assist customer service agents in handling complex cases.
	+ Built CSM reports and dashboards for case trends, agent performance, and SLA compliance monitoring.

**Client: Caterpillar – IND || Nov 2013 - June 2015**

**ITSM Developer- India**

* + Loaded the bulk data into ServiceNow instances.
	+ Worked on inbound Email actions.
	+ Configured the different Channels for Incident creation. Created a Portal as per the Themes and requirements. Created reports as per the given requirements in ServiceNow. Worked on Reference Qualifiers.
	+ Was involved in requirements gathering along with onsite team
	+ Worked on the configuration of Incident, Change, problem and Request management.
	+ Worked on Client scripts, Business rules, Script includes.
	+ Created Service Portals, email Notification’s, UI Pages, SLAs, reports, Access Controls, Workflow, Homepage Administration, User Administration, Update sets, Wizards, Surveys, Notifications, Field Administration and etc.
	+ Creating templates, widgets also in service portal

**ServiceNow Certifications**:

* + Service Now Certified System Administrator.
	+ Service Now Certified Application Developer.
	+ Service Now ITSM Implementation specialist.

**Education:**

* **Bachelor of Technology in Civil Engineering – From. JNTUH-2013**