

# Abhay Singh T

ServiceNow Developer

+917598038902 ◇ abhaysingh7860t@gmail.com ◇ Coonoor, Tamil Nadu, India ◇ [LinkedIn](#)

## SUMMARY

Dedicated ServiceNow Developer with experience in Service Portal, IT Service Management (ITSM) and Integrations. Skilled in building custom portals, including Employee Center and Employee Center Pro, and enhancing out-of-the-box solutions. Proficient in Angular, JavaScript, HTML, CSS and Bootstrap. Strong communication and collaboration skills, with a proven track record of delivering 5+ custom portals to drive efficiency and excellence through strategic implementations.

## EXPERIENCE

<b>ServiceNow Developer</b> Avasoft Inc	Oct '23 — Oct '24 Chennai, India
<b>Intern</b> Digital Software Inc	Jun '23 — Sep '23 Chennai, India

## EDUCATION

<b>Master in Computer Applications</b> , St. Xavier's Catholic College of Engineering (GPA: 8.7)	Sep '21 — Jun '23 Nagercoil, India
<b>Bachelor in Computer Applications</b> , Vivekananda College (GPA: 9.2)	May '18 — Jun '21 Kanyakumari, India

## CERTIFICATIONS

**ServiceNow Certified System Administrator**  
**Micro-Certification - Integration Hub**  
**Micro-Certification - Welcome to ServiceNow**  
**Micro-Certification - Flow Designer**  
**Micro-Certification - Service Portal**

## PROJECTS

### Portal Implementation

- Implementation and development of custom headers and footers in Employee Centre.
- Enhanced the user interface, resulting in a consistent and branded experience across the organization's portal.
- Customized OOB Script Includes to show the recent activities of a logged in user.
- Improved user productivity by providing quick access to recent activities, reducing navigation time.
- Migration from Service Portal to Employee Centre, Employee Centre to Employee Centre PRO.
- Configured taxonomies, menu configurations, scripted lists, and associated appropriate connected contents.
- Reviewed the synchronization of connected contents against each taxonomy.
- Customized Standard Ticket, To-Dos configuration module and Activity configuration modules.
- Configured a custom Content Delivery Widget to show the recent contents, announcements and banner texts.
- Customized the widget to show report on the case details in the Customer Service Portal.
- Customized the branding and font configurations for OOB portals.

### ITSM Implementation

- Implemented and developed Incident, Problem, Change, and Service Catalog Management modules.
- Created Catalog Items, Order Guides, and Record Producers.
- Developed Script Includes, Client Scripts, Business Rules, and ACLs to meet business needs.
- Set up Knowledge Base and User Criteria configurations.
- Configured Flows, Sub-flows

## SKILLS

**Technical Skills** HTML, CSS, Java Script, Bootstrap, Angular, Microsoft SQL Server

**Soft Skills** Communication, Teamwork, Problem Solving

**Languages** English, Hindi, Punjabi, Tamil