

# Abhay Singh T

ServiceNow Developer

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## SUMMARY

Dedicated ServiceNow Developer with experience specializing in developing custom ServiceNow portals and widgets. Proficient in HTML, CSS, JavaScript, Angular, and Bootstrap, with a strong background in creating user-friendly, responsive web applications. Experienced in ServiceNow platform development, including Service Portal customization, seamless third-party integrations (such as Microsoft Teams, JIRA), and ITSM components like Incident, Change, and Request Management. Committed to delivering high-quality solutions that meet client needs, streamline processes, and enhance user experiences.

## EXPERIENCE

### ServiceNow Developer

Avasoft Inc

Oct '23 — Oct '24

Chennai, India

### Intern

Digital Software Inc

Jun '23 — Sep '23

Chennai, India

## EDUCATION

**Master in Computer Applications**, St. Xavier's Catholic College of Engineering (GPA: 8.7)

Sep '21 — Jun '23

Nagercoil, India

**Bachelor in Computer Applications**, 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.
- 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

### Integration Implementation

- Integrated ServiceNow with third-party applications such as Microsoft Teams, JIRA, and other collaboration tools to enhance process efficiency.
- Configured REST web services for seamless data exchange between systems. and developed Outbound REST Message configurations and scripted APIs to handle dynamic integration requirements.
- Implemented OAuth 2.0 and basic authentication for secure API interactions with external systems.

## SKILLS

**Technical Skills** HTML, CSS, Java Script, Bootstrap, Angular

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

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