

# Bhanu Vamshi Anumula

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## SUMMARY

Detail-oriented content and platform specialist with 1.5+ years of experience in digital development and creative storytelling. Skilled in cross-functional collaboration and managing high-volume projects under tight deadlines.

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## EXPERIENCE

### ***Kaptius, Hyderabad***

***Oct 2024 - present***

Platform Developer

1. Worked on **more than 5 ServiceNow support projects**: CharterHouse Group, JerseyTelecom, British Red Cross, Alan Turing Institute, Symity, Pentesec. SWORD, Pentesec.
2. Handled incident/cases resolution, **client communications**, and enhancements in a fast-paced support environment.
3. Built custom widgets, portals (CSM Portals, ESC Portals), ACLs, business rules, and workspace dashboards for **ITSM and CSM**.
4. Mentored interns and new joiners with hands-on technical guidance.

### ***Kaptius, Hyderabad***

***Feb 2024 - Sep 2024***

Associate Developer (Intern)

1. Learned ServiceNow fundamentals and platform capabilities.
2. Gained hands-on experience with ServiceNow configurations including forms, business rules, client scripts, and service portal components.
3. Collaborated with senior developers and participated in internal training sessions and KT programs.

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## EDUCATION

Osmania University | Hyderabad, Telangana

***Master of Science - Computer Science***

***Dec 2021 - Oct 2023***

CGPA/Percentage - 73.3

Osmania University | Hyderabad, Telangana

***Bachelor of Science - Computer Science***

***July 2018 - Sep 2021***

CGPA/Percentage - 88.0

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## SKILLS

***ServiceNow*** - Portal Development | Widgets | UI Builder | Workspaces | ACLs | Business Rules | Scripts | Flow Designer

***Web Technologies & Tech Platforms*** – HTML | CSS | JavaScript | React.js | Redux | Firebase | REST APIs | Figma

***Soft Skills*** – Communication | Team Mentorship | Problem Solving | Active Learning

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## AWARDS & CERTIFICATIONS

### ***ServiceNow Certifications:***

Certified System Administrator (***CSA***) | Certified Implementation Specialist – ITSM (***CIS-ITSM***) | 9+ Micro Certifications