

Bhanu Vamshi Anumula

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SUMMARY

Motivated Platform Developer with hands-on experience in ServiceNow development, including Portals, Widgets, UI Builder, Workspaces, and ACLs. Progressed from intern to full-time developer at Kaptius, delivering high-impact solutions across support and CSM projects. Skilled in client issue resolution, UI/UX customization, and mentoring new team members..

EXPERIENCE

Kaptius, Hyderabad

Oct 2024 - present

Platform Developer (*Intern*)

1. Worked on **more than 5 ServiceNow support projects**: CharterHouse Group, JerseyTelecom, British Red Cross, Alan Turing Institute, Symity, Pentesecc.
2. Handled incident/cases resolution, **client communications**, and enhancements in a fast-paced support environment.
3. Built custom widgets, portals, ACLs, business rules, and workspace dashboards for **ITSM and CSM**.
4. Mentored interns and new joiners with hands-on technical guidance.
5. **Key Projects**:
SWORD – Built a complete **CSM portal** using custom widgets, themes, and layouts.
PENTESEC – Developed **dashboards**, ACLs, business rules, and CSM-specific portal components.

Kaptius, Hyderabad

Feb 2024 - Sep 2024

Associate Developer

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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PROJECTS

Personal Projects:

The Black Swordsman(AI generated cinematic character Intro):

[Youtube link](#)

Step into the shadows with **The Black Swordsman** — a mysterious warrior forged by vengeance, silence, and steel. This short cinematic character intro was fully conceptualized and brought to life using cutting-edge **AI tools** for image, voice, and motion.

Character Vibe:

A lone swordsman with a haunted past, relentless focus, and a burning purpose. His silence speaks louder than war cries.

Tools Used:

- Whisk: AI Image Generation
- Runway: AI Video Generation
- Editing(including Audio): Microsoft clipchamp, Capcut

This is not just a video — it's a glimpse into what AI + storytelling can do.

LinkedIn Mini(Social media Platform):

[Website](#) | [Github-Code](#) - [React.js](#) | [CSS](#) | [Redux](#) | [Firebase](#)

1. **Authentication with Google:** Firebase Authentication with Google for seamless user access.
2. **Post Sharing:** Users can create dynamic posts containing text, images or videos using URLs.
3. **Filter Posts:** Post filter system, allowing users to easily find content by type (not a feature of official LinkedIn).
4. **Multiple User Interaction:** Users can interact with the posts created by others. They can view other user posts.

Company Projects:

SWORD – CSM Portal Development (*Kaptius Internal Project*)

1. Designed and developed a full-scale **CSM ServiceNow portal** tailored for a ServiceNow CSM use case.
2. Built reusable widgets, custom themes, and responsive page layouts using Service Portal.
3. Integrated role-based visibility, scripted widgets, and secure data access via ACLs.
4. Worked closely with internal **stakeholders** to gather requirements, **provide demos**, and incorporate feedback for iterative improvements.

PENTESEC – CSM Support Enhancements (*Client: Pentasec*)

1. **Developed dashboards** in UI Builder to support real-time case tracking and SLA visibility for CSM agents.
2. Built and maintained business rules, ACLs, and client/server scripts for automation and secure access control.
3. Participated in **regular client meetings** to review requirements, present updates, and deliver fixes or enhancements based on real-time feedback.
4. Ensured **successful delivery** within the scope of the client's support contract.

Support Projects (*Clients: CharterHouse Group, JerseyTelecom, British Red Cross, Alan Turing Institute, Symity*)

1. Handled post-go-live support tasks, including issue resolution, minor enhancements, and performance tuning.
2. Collaborated directly with **client-side administrators** and business users through email and virtual calls to clarify issues, suggest solutions, and confirm deployments.
3. Delivered consistent results across multiple time-sensitive requests, ensuring **high client satisfaction and SLA compliance**.
4. Contributed **knowledge articles** and **internal documentation** for common issue patterns and resolutions.

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

SKILLS

ServiceNow - Portal Development | Custom Widgets | UI Builder | Workspaces | ACLs | Business Rules | Script Includes | Flow Designer

Web Technologies – HTML | CSS | JavaScript | React.js | Redux | Firebase | REST APIs

Tools & Platforms – Figma | Git | Vercel | Formspree | Chatgpt | Google AI Studio | Gemini

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

AWARDS & CERTIFICATIONS

ServiceNow Certifications

- Certified System Administrator (***CSA***)
- Certified Implementation Specialist – ITSM (***CIS–ITSM***)

ServiceNow Micro-Certifications

- Service Portal
- UI Builder
- Flow Designer

Other Certifications

- ***Hacker Rank Skill Assessment Test:*** Problem Solving (Basics) - [View](#)
- ***Accenture Nordics & Forage:*** Developer Virtual Experience Program - [View](#)
- ***KPMG & Forage:*** Data Analytics Consulting Virtual Internship - [View](#)