BHANU PRAKASH

ServiceNow Developer & Administrator

Mobile: 9550719023 | Email: gaddebhanuprakash05@gmail.com | Location: Hyderabad, India

Professional Summary

ServiceNow Developer and Administrator with 4+ years of experience across ITSM, CMDB, ITOM, workflows, integrations, and platform customization. Strong background in enterprise ServiceNow implementations, integrations, and automation aligned with business needs.

Technical Skills

ServiceNow ITSM, CMDB, ITOM, Flow Designer, IntegrationHub, REST APIs, MID Server, Business Rules, Client Scripts, UI Policies, UI Actions, Script Includes, Catalog Items, Workflows, JavaScript, HTML, CSS, Reports & Dashboards, SLAs, Discovery, Transform Maps

Professional Experience

Accenture Solutions Pvt Ltd – Hyderabad

Senior Software Engineer | Sep 2023 – Present

• Developed and customized Incident, Request, Change, Problem, and CMDB modules.

• Built Business Rules, Client Scripts, UI Policies, UI Actions, and Script Includes.

• Implemented Flow Designer automations and third-party integrations using REST APIs.

• Managed roles, users, access controls, notifications, and reports.

Project: Brightspeed

Role: Senior Software Engineer | Sep 2023 – Present

• Implemented ServiceNow forms, UI policies, UI actions, and business rules.

• Designed and implemented Flow Designer processes, actions, and subflows.

• Integrated third-party systems using REST APIs and IntegrationHub.

• Created REST messages and handled API-based integrations.

• Actively participated in client discussions, requirement analysis, and solution design.

Tatwa Infocom Pvt Ltd – India

ServiceNow Developer | May 2021 – Sep 2023

• Customized UI components, workflows, and catalog items.

• Managed Import Sets, Transform Maps, and CMDB data loads.

• Supported ITSM processes and integrations.

Project: Hitachi Rail Solutions

ServiceNow Developer | May 2021 – Sep 2023

• Worked on Incident, Request, and Change Management modules.

• Developed workflows, business rules, and UI customizations.

• Configured SLAs, notifications, and integrations.

Education

Bachelor of Computer Applications (BCA) | 2018 – 2021