

# Hariraj S

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■ Chennai, India | Open to Opportunities in Chennai, India & Abroad

Certified ServiceNow Administrator | CAD | CIS-ITSM | ServiceNow Developer (Aspiring)

## Professional Summary

Dedicated ServiceNow Administrator with 3 years of experience managing and enhancing large-scale ServiceNow environments for a leading healthcare client under Tata Consultancy Services (TCS). Expert in platform administration, production maintenance, and instance management across 11+ instances including Production. Experienced in ITSM, GRC, and Legal Service Delivery (LSD) modules administration, following Agile and DevOps methodologies for continuous delivery. Certified in CSA, CAD, and CIS-ITSM with a growing focus on ServiceNow development and scripting.

## Technical Skills

Core Modules: ITSM, SAM.

ServiceNow Skills: Platform Administration, UI Actions, Client Scripts, Business Rules, Script Includes, Glide API, Flow Designer, Workflows, Catalog Items, REST/SOAP Integrations

Tools & Platforms: SnowMirror, GitLab, Oracle SQL Developer, Postman, SOAP UI

Methodologies: Agile, DevOps, ITIL, RIO (Rigor in Operations)

Certifications: CSA | CAD | CIS-ITSM

Scripting: JavaScript (ServiceNow/Glide Scripting)

## Professional Experience

Tata Consultancy Services (TCS) — ServiceNow Administrator, 3.3 years.

July 2022 – Present | Chennai, India

- Administer and manage 11+ ServiceNow instances, including Production, for a major healthcare enterprise (~14TB data volume).
- Support and enhance ITSM, GRC, and LSD modules through Agile and DevOps-driven sprints, with weekly production deployments.
- Perform production implementations, update set migrations, and manual configurations as part of release management.
- Manage a custom Work Order Management application — load foundation data, configure sprint updates, and serve as the primary POC for data operations.
- Oversee SnowMirror backup synchronization jobs and execute corrective actions using Oracle SQL Developer.
- Maintain CTDR (Compliance TDR) database mirroring for GRC tables, ensuring compliance integrity and data isolation.
- Execute weekly cloning from production to lower environments, ensuring update accuracy and system parity.
- Authored an SOP for cloning and backup activities, used as a reference guide for new team members and knowledge transfers.
- Delivered 5 key process improvements that significantly improved productivity, compliance, and accuracy.
- Resolved over 1,000 incidents and 5,000 catalog tasks while maintaining SLA adherence and client satisfaction.

## Key Process Improvements & Automations

- Automated Daily Status Dashboard — Replaced manual PPTs with an interactive real-time dashboard for daily updates.
- Change Management Validation — Enforced comment validation when scheduling before planned start dates.
- Web Service Account Inventory — Created structured tracking within cmdb\_subscriber to replace Excel tracking.
- Delegate End-Date Automation — Implemented a Business Rule to auto-set delegate end dates for inactive users.
- Data Source Automation — Created reusable data sources to automate complex data updates.

## Projects & Learning

Custom Application – “NextVision”

Developed a custom ServiceNow application from scratch, simulating an AI device manufacturing company. Implemented workflows, Glide scripting, and integration with GitLab for version control.

## Achievements

- ■ Star of the Team Award — Recognized for proactive work and dedication.
- ■ GEM (Going the Extra Mile) Award — For process improvement and automation initiatives.
- ■ Applause Awards — For consistent performance, ownership, and innovation.
- ■ Flagged as a Hi-talent associate upon clearing Wings 1 exam conducted by TCS.

## Career Aspiration

Aspiring to transition into a ServiceNow Developer role, with a strong foundation in administration, scripting, integrations, and custom application development. Passionate about continuous learning and building scalable, user-friendly solutions in ServiceNow.