

SERVICENOW CONSULTANT | ITSM ENGINEER | APPLICATION DEVELOPMENT

ServiceNow Certified System Administrator with 4 years of hands-on experience designing, configuring, and deploying scalable ServiceNow solutions across ITSM, HRSD, CSM, ITAM and ITOM. Proven expertise in scripting, custom app development, integrations (REST/SOAP), and ITSM process optimization.

CORE COMPETENCIES

- **ServiceNow Development:** Business Rules, Client Scripts, UI Actions, UI Policies, UI Builder, Service Portal, Now Platforms, Scheduled Jobs, ServiceNow Scripting, Integration HUB, Notify, Flow Designer, Script Includes, App Engine
- **Modules:** ITSM (Incident, Problem, Change, Request, CMDB), HRSD, Vendor Risk, Custom Apps
- **Integrations:** REST APIs, SOAP, Single Sign-On, external system data flows
- **Scripting & Tools:** JavaScript, Glide API, HTML, CSS, Angular, Node.js
- **Data & Reporting:** SLA dashboards, CMDB health, KPI scorecards, Tableau, Grafana
- **Processes:** Agile/Scrum, ITIL v4, CSDM alignment, Service Mapping

CERTIFICATIONS

- ServiceNow Certified System Administrator (CSA) | Application Development & Scripting - ServiceNow
- Certified Scrum Product Owner (CSPO) - ScrumAlliance

EDUCATION

University at Buffalo - SUNY | *M.S. in Management Information Systems* (Graduated May 2025)

PROFESSIONAL EXPERIENCE

QuSocial - Founding Engineering Manager | *Buffalo, NY*

Jan 2025 - May 2025

- Designed and delivered Qu Pulse, a local insights platform integrating LLMs and real-time social data.
- Defined roadmap, MVP, and KPIs, enabling 25% faster decisions and 50% better targeted outreach.
- Developed the entire MVP Frontend using Angular and JavaScript, and integrated it with a REST API backend, improving user interface responsiveness and functionality.
- Customized ServiceNow Yokohama Version to experiment with Rest API integration with QuPulse API to pull data to Dashboards leveraged Now platform low code, stayed current with latest ServiceNow updates and releases.

CDW Corporation - ServiceNow Engineer / Consultant | *Vernon Hills, IL (Remote)*

Oct 2022 - May 2024

Led end-to-end ServiceNow development, configuration across enterprise ITSM, HRSD, ITAM, ITOM implementations.

Partnered with stakeholders to gather requirements, build scalable workflows, deliver high-impact automations.

- Led design and architecture of ServiceNow ITSM modules (Incident, Problem, Change, Request, CMDB) and HRSD, improving SLA compliance from 85% to 90%.
- Developed a custom Scoped application for the HR team using UI Builder and Angular in the HRSD module integrated with employee centre, reducing manual effort by 90% and saving 500+ hours/month in onboarding.
- Built dashboards and executive scorecards for SPM and ITAM, providing real-time SLA and KPI visibility.
- Developed secure Service Portal pages with role-based ACLs for enhanced security, enabling 5,000+ employees to seamlessly order services while ensuring data confidentiality and controlled access.
- Integrated 8 external enterprise systems using REST APIs(Integration Hub)with error handling and logging, eliminating manual handoffs and troubleshooting systems and reducing data lag.
- Partnered with cross-functional stakeholders to elicit, analyze, and document requirements, translating business needs into actionable technical documentation and crafted User Stories for new features and enhancements.
- Designed and automated workflows using Flow Designer and Scheduled Jobs and Twilio integration using Notify, reducing manual effort by 40% and ensuring timely execution of critical business processes.
- Developed and maintained orchestrations using Flow Designer and scripted logic, coordinating MID Server configurations for secure integrations; created knowledge articles and runbooks to support platform operations.
- Created UI Actions UI Policies, Business Rules and JavaScript ServiceNow scripting and leveraging Now Platform low code capabilities to automate request fulfillment and incident triage, cutting MTTR by 20%.
- Led Agile sprints, backlog grooming, and UAT, ensuring alignment across QA, developers, leadership.
- Mentored 5 junior developers, led 10 knowledge-sharing sessions to scale adoption of various ServiceNow modules(ITSM, HRSD, ITOM Discovery), change and release management best practices.

Infosys Limited - ServiceNow Applications Engineer | *Chennai, India*

May 2021 - Oct 2022

Enterprise ServiceNow implementations on ITSM, CSM, ITAM, ITOM and VRM modules automations, scripting, data integrity.

- Configured core ServiceNow ITSM workflows (Incident, Change, Problem), reducing MTTR by 20%.
- Enhanced CMDB accuracy by 30% by aligning CIs with CSDM data model, improving service traceability.
- Developed Custom Angular pages with JavaScript, UI policies, client scripts, and GlideRecord queries to streamline user experience in ITAM, ITOM and CSM modules and ensure compliance.
- Built workflow automations and subflows in flow designer for onboarding on VRM, reducing cycle time by 40%.
- Created and optimized ITOM workflows to automate event management and discovery processes, improving system reliability and reducing incident response time by 30%.
- Ensured adherence to security and scalability standards for HR and IT enterprise systems integration via REST API for real-time data synchronization with company core HCM and ERP systems.
- Collaborated with cross-functional teams in Agile ceremonies to deliver 30+ platform enhancements.

ACHIEVEMENTS

- **Spot Award (CDW):** Led a high-impact automation project under tight timelines.
- **VP Recognition (Hackathon):** Built custom ServiceNow application to enhance ITSM efficiency.