

# Suchitra V

ServiceNow Developer | ITSM • ITOM • SecOps | Scripting • Workflows • Integrations | CMDB

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## PROFESSIONAL SUMMARY

ServiceNow Developer with 2.5+ years of experience in ITSM, ITOM, and SecOps, specializing in scripting (Business Rules, Script Includes, GlideAjax), workflow automation, REST integrations, and CMDB enhancements. Proven ability to build scalable solutions, optimize platform performance, and integrate ServiceNow with external systems (Java/Node.js). Strong problem-solving, debugging, and cross-team collaboration skills.

## WORK EXPERIENCE

### Sify technologies limited

Software Developer

July 2023 - Present

- Designed and developed **complex workflows and automation** using Business Rules, Script Includes, Flow Designer, UI Pages, Client Scripts, ACLs, and Data Policies to streamline ITSM and ITOM processes.
- Built **10+ REST API integrations** between ServiceNow and external systems (Node.js, Java, MySQL, Neo4j), enabling **real-time data synchronization**, automated validations, and cross-platform workflow execution.
- Developed custom UI Pages, Scripted APIs, and server-side logic to deliver **interactive dashboards**, network utilization views, and infrastructure insights for operations teams.
- Improved platform performance through **script refactoring, query optimization (GlideRecord), reducing load times**, and resolving complex debugging issues.
- Implemented **automated data pipelines** for ITOM and CMDB including import sets, Transform Maps, Discovery schedules, CI updates, change approvals, and automated incident routing—reducing manual effort and improving SLA compliance.
- Ensured secure platform operations by configuring **ACLs, field-level access, and role-based controls**, improving data protection and system governance.
- Collaborated in Agile sprints, contributing to requirement analysis, development, testing, documentation, and **successful production deployments** across multiple ServiceNow applications.

## EDUCATION

### Sri Sairam Engineering College

A Bachelor of Electronics and Communication Engineering BE.ECE - 8.9

July 2019 - April 2023

## PROJECTS

### Network Utilization Dashboard (ITOM + Integrations)

April 2024 - July 2024

- Built a real-time **network performance dashboard** using ServiceNow UI Pages and backend scripts.
- Integrated ServiceNow to Neo4j through Java APIs for fetching utilization metrics.
- Parsed and visualized interface data, SNMP stats, and network attributes.

### Service Delivery Automation (ITSM + CSM + Integrations)

July 2024 - Sept 2025

- Automated service delivery lifecycle for **Express Connect & Site Connect** using flows, approvals, and Business Rules.
- Integrated ServiceNow with **Node.js + MySQL** for automated order validation, IR sign-off, and status updates.
- Reduced manual intervention with an **end-to-end pipeline** from PM creation to IR closure.

### To-Do List Web App (React + Node.js + MongoDB)

- Built a full-stack task management app with **JWT authentication**, protected routes, and user roles.
- Implemented CRUD operations with filtering, sorting, search, and category-based organization.
- Designed a responsive UI using React + Tailwind CSS.
- Ensured secure data persistence in MongoDB with bcrypt password hashing.

### Notes App with Personal Vault (Node.js + MongoDB + Express)

- Developed secure notes application with **JWT login, logout, and token validation**.
- Added features like category filters, search, pagination, and advanced CRUD operations.
- Built a secure "Personal Vault" requiring **second-level authentication with activity logging**.
- Enabled encrypted data storage and user-specific privacy controls.

## SKILLS

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### Platform Development(Scripting)

- Business Rules • Script Includes • Client Scripts • GlideRecord • GlideAjax • UI Policies • UI Actions • Catalog Scripts • Jelly/UI Pages • Scheduled Jobs • Notifications • Flow Designer • Workflow Editor

### Modules

- **ITSM:** Incident, Problem, Change, Catalog, Request Workflows
- **ITOM:** Discovery, CMDB, Service Mapping (Basics)
- **SecOps:** Security Operations workflows, integrations
- **CSM:** Case Management fundamentals

### Integrations

- REST/SOAP APIs • JSON/XML • JDBC • SNMP • ServiceNow to Node.js/Java • Scripted REST APIs

### Programming & Tools

- JavaScript (Advanced) • Java • Node.js • MySQL • MongoDB • Git • GitHub • Postman • Agile/Scrum

## CERTIFICATIONS

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ServiceNow - Beginner Level [↗](#)

ServiceNow Micro-Certification: Flow Designer [↗](#)

ServiceNow Micro-Certification: Welcome to ServiceNow [↗](#)

JavaScript - Hackerrank [↗](#)

Introduction to Prompt Engineering using GitHub copilot [↗](#)

Java - Hackerrank [↗](#)

Spring Boot for Beginners - Amingoscode

Software Engineering and Agile software development [↗](#)

Getting started with Node.js [↗](#)

Introduction to MongoDB Courses For Beginners - Infosys SpringBoard

Introduction to Networking - SkillSoft