****Hemanth T

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**PROFESSIONAL SUMMARY**

* Over 8 years of IT experience with 5+ years focused on ServiceNow development, administration, and implementation.
* Certified ServiceNow System Administrator with strong platform expertise across multiple modules.
* Deep understanding of the ITIL framework and hands-on experience with ITSM and ITAM processes.
* Specialized in the technical implementation of Incident, Problem, Change, Knowledge, and Request Management.
* Expertise in ServiceNow scripting using JavaScript, Glide API, and Script Includes for automation.
* Proficient in developing workflows using Flow Designer and Workflow Editor.
* Designed and implemented business rules, client scripts, UI policies, and ACLs for dynamic user experience.
* Integrated ServiceNow with third-party systems using REST, SOAP APIs, and MID Server.
* Hands-on with IntegrationHub for building scalable integrations and automations.
* Designed and customized ServiceNow Service Portals using widgets and UI Builder.
* Strong knowledge of CMDB structure, CI classes, and relationship mapping.
* Experienced in Discovery setup, credentials management, and troubleshooting probes/sensors.
* Configured asset management and CMDB integrations for real-time inventory tracking.
* Built dashboards and reports using Performance Analytics to monitor SLAs and KPIs.
* Developed and maintained catalog items, record producers, and order guides.
* Created secure, role-based access control (RBAC) using ACLs and scoped applications.
* Implemented and maintained Scoped Applications and custom modules on the Now Platform.
* Experience in HR Service Delivery (HRSD) for onboarding/offboarding automation.
* Integrated with Epic (EHR), Splunk, SAP, Salesforce, Azure Monitor, and AppDynamics.
* Involved in platform migrations from CA Service Desk and BMC Remedy to ServiceNow.
* Participated in upgrades and patching of ServiceNow versions, ensuring minimal disruption.
* Conducted requirements gathering sessions with stakeholders and translated into technical specs.
* Built Virtual Agent interfaces for self-service automation and user interaction.
* Supported ServiceNow APM, SAM, and SIR modules in enterprise environments.
* Worked with ServiceWatch for infrastructure monitoring via SNMP v1/v2c/v3 protocols.
* Developed operational PowerShell scripts for remote system management.
* Strong experience in software analysis, design, development, and object-oriented programming.
* Experienced in Java, JavaScript, JSON, and web technologies for full-stack development.
* Hands-on with Oracle PL/SQL: procedures, triggers, views, materialized views, and performance tuning.
* Designed and maintained normalized/de-normalized data models and ERDs.
* Skilled in data mapping, data migration, and transformation strategies.
* Strong command of the Software Development Life Cycle (SDLC) and Agile methodologies.
* Proven success leading CMDB optimization and infrastructure discovery initiatives.
* Adept in working within compliance-driven environments (HIPAA, SOX, FDA 21 CFR Part 11, ISO 13485).
* Partnered with DevOps, InfoSec, and QA teams for secure and scalable solution delivery.
* Experienced with NOW Experience UI Builder and Agent Workspace customization.
* Familiar with OAuth 2.0, SSO/SAML for secure authentication and user provisioning.
* Developed CI/CD pipelines and version-controlled deployments for ServiceNow apps.
* Led workshops and discovery sessions with stakeholders for process improvement.
* Seeking a senior-level ServiceNow Developer, Admin, or Architect role to drive platform innovation and enterprise digital transformation.

**TECHNICAL SKILLS**

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| --- | --- |
| **ServiceNow Modules & Features** | ServiceNow ITSM (Incident, Problem, Change, Request), ITOM, Discovery, Service Portal, FSM, GRC |
| **Development & Customization** | AngularJS, HTML, CSS |
| **Integrations & Automation** | REST & SOAP APIs, Salesforce, SAP, Integration Hub, Flow Designer, MID Server, Epic EHR |
| **Administration** | ACLs, Import Sets, CMDB Health Dashboard |
| **Platform Operations & Support** | Performance Analytics, ACLs, Virtual Agent, Mobile Agent |
| **Cloud & Monitoring** | AWS, Azure, Splunk, AppDynamics, Epic (EHR), JAMF, Intune |
| **Tools & Delivery Frameworks** | Agile/Scrum, JIRA, Confluence, Git, Test Plan Management |
| **Governance & Security** | RBAC, HIPAA, SOX, FFIEC, ISO 13485, FDA 21 CFR Part 11 Compliance |
| **DevOps** | Git, Jenkins, ATF |
| **Programming & Web Technologies** | JavaScript, HTML, CSS |

**WORK EXPERIENCE**

**ServiceNow Developer/Admin**

**Client: Aetna Healthcare January 2022 – Present**

Charlotte, NC

* Streamlined clinical IT support by configuring ServiceNow ITSM modules, improving issue resolution time by 25% across 3 major business units.
* Developed and customized business rules, UI policies, client scripts, and catalog items tailored to healthcare workflows, ensuring HIPAA compliance and patient data security.
* Acted as **Platform Owner**, leading roadmap planning, backlog governance, and strategic alignment of App Engine and Low-code Studio use cases with business and IT leaders.
* Architected reusable, scoped applications and modular workflows using App Engine Studio to accelerate delivery of department-specific solutions.
* Drove digital transformation initiatives by integrating Predictive Intelligence, AI Search, and Now Assist, resulting in a 22% improvement in incident triage and resolution.
* Integrated low-code/no-code workflows into HRSD and ITSM onboarding, cutting manual effort by 40%.
* Enabled generative AI capabilities through Now Assist setup and curated knowledge article optimization for Virtual Agent.Architected Predictive Intelligence models and AI Search configurations to accelerate ticket triage and suggest knowledge articles, improving resolution time by 22%.
* Configured Guided Tours and onboarding flows using the Next Experience UI to drive user adoption across ITSM and HRSD modules.
* Designed and implemented Event Management alert rules with Azure Monitor and AppDynamics to proactively identify clinical service degradation.
* Oversaw upgrade lifecycle and patching across non-prod/prod instances, leading risk assessments and regression testing using ATF.
* Managed CMDB and automated asset discovery for critical healthcare infrastructure (EHR systems, medical devices, cloud assets) using Discovery and MID Server.
* Developed HIPAA-compliant Service Portal with role-based access, increasing IT self-service usage by 40% among clinical staff.
* Integrated ServiceNow with third-party systems like Epic (EHR), Splunk, and Azure Monitor to generate proactive incident alerts and reduce downtime of clinical applications.
* Automated change management workflows with risk scoring and approval paths aligned with healthcare compliance standards (HIPAA, HITRUST).
* Implemented user provisioning and de-provisioning workflows integrated with Active Directory and HR systems, improving onboarding and offboarding efficiency.
* Delivered real-time SLA dashboards using Performance Analytics, reducing SLA breaches by 18% and accelerating compliance reporting.
* Collaborated with InfoSec and compliance teams to implement strict RBAC, encryption, and access control across the platform.
* Conducted platform upgrades, cloning, patching, and regular administrative tasks while ensuring high availability and performance of the ServiceNow instance.

**ServiceNow Developer/Admin**

**Client: Capital One – TCS May 2018 – December 2021**

**Hyderabad, India**

* Administered and enhanced ServiceNow ITSM modules (Incident, Problem, Change, Request) to support Capital One’s enterprise IT operations and ensure compliance with financial regulations.
* Developed and maintained business rules, client scripts, UI actions, and catalog items to automate support workflows for banking and credit services.
* Provided architectural oversight for ServiceNow enhancements aligned with enterprise governance frameworks (SOX, FFIEC, NIST).
* Led agile sprint planning and served as a technical SME across ITSM, APM, and GRC modules, ensuring platform scalability and audit compliance.
* Served as ServiceNow Architect for enterprise initiatives, designing App Engine Studio apps and aligning architecture with SOX/FFIEC compliance requirements.
* Implemented low-code/no-code development frameworks to reduce release cycles and empower business analysts through Flow Designer and UI Builder templates.
* Integrated Event Management, AI Search, and Performance Analytics with financial application monitoring to drive predictive insights and improve SLA performance.
* Introduced governance framework for CI/CD pipelines and ServiceNow Store app version control via Git, Jenkins, and scoped application packaging.
* Enhanced the Agent Workspace using Workspace UI and UI Builder, consolidating support tools for faster triage and resolution.
* Designed Event Management correlation rules and dashboards to monitor alerts from AppDynamics, reducing false positives by 40%.
* Spearheaded data governance initiatives across CMDB and Asset Management, achieving 95% CI accuracy through automated reconciliation.
* Led platform upgrades and SOX/FFIEC-aligned access audits, maintaining 100% compliance during quarterly risk reviews.
* Managed CMDB and Discovery to ensure accurate configuration item (CI) relationships across cloud (AWS/Azure) and on-prem environments.
* Automated incident creation via Splunk and AppDynamics integration, cutting manual ticket entry by 60% and reducing alert response time by 30%.
* Designed and supported a secure Service Portal for employees to submit IT and service requests, integrated with knowledge articles and a virtual agent.
* Automated routine administrative tasks using Flow Designer and scheduled jobs to improve service desk efficiency and reduce ticket backlog.
* Created role-based access controls (RBAC) and implemented data security policies aligned with internal InfoSec standards.
* Developed custom reports and dashboards in Performance Analytics for SLA tracking, operational KPIs, and audit readiness.
* Supported integration with GRC modules and collaborated with risk teams to ensure all platform workflows aligned with compliance frameworks.

**ServiceNow Developer**

**Client: Medi Equip Services Pvt. Ltd June 2015 – April 2018**

**Hyderabad, India**

* Implemented and customized ServiceNow ITSM modules (Incident, Problem, Change, Request) to streamline operations across 200+ retail medical equipment centers.
* Developed business rules, UI policies, and SLAs to resolve store-level IT and equipment issues promptly.
* Designed the ServiceNow architecture for retail rollout across 200+ locations, acting as the primary technical lead and platform owner.
* Spearheaded FSM platform architecture, linking SAP inventory with ServiceNow App Engine modules and custom-scoped applications for asset lifecycle workflows.
* Developed low-code Guided Tours, contextual help, and mobile workflows for 200+ retail stores, reducing training effort and increasing user adoption.
* Implemented Now Assist features for Virtual Agent and portal search, integrating knowledge management with Predictive Intelligence classifiers.
* Acted as Platform Solution Architect, leading the design and deployment of real-time CMDB integrations with SNMP, SAP, and Salesforce across retail IT ops.
* Implemented Guided Tours and contextual help across the Service Portal and Mobile Agent app to reduce support tickets from field staff.
* Built custom Predictive Intelligence classifiers to suggest resolution paths for recurring equipment service issues.
* Automated event ingestion and alert-based incident creation using IntegrationHub and SNMP trap data via Event Management.
* Drove architecture for FSM optimization and linked asset lifecycle management between CMDB and SAP using scoped applications.
* Integrated CMDB with store inventory systems to track medical assets and diagnostic devices in real time.
* Designed and configured the Customer Service Management (CSM) module for handling service cases from multiple channels (email, IVR, web portal).
* Integrated ServiceNow with Salesforce CRM to sync customer warranty details and improve post-sales support.
* Enabled Field Service Management (FSM) capabilities for dispatching technicians and managing preventive maintenance tasks.
* Customized the ServiceNow Mobile Agent app for field technicians to log activity, update ticket statuses, and capture on-site customer feedback.
* Built a branded self-service Service Portal for store employees to raise requests, check order statuses, and access knowledge base articles.
* Automated provisioning workflows using Flow Designer and Integration Hub (with integrations to Intune and JAMF).
* Established bi-directional data sync between ServiceNow and SAP ERP for procurement and vendor management.
* Developed SLA dashboards and compliance reports for ISO 13485 and FDA 21 CFR Part 11 audit requirements.
* Reduced incident resolution time by 35% and improved first-call resolution by 28% across 200+ medical retail locations through automation and self-service enhancements.
* Increased asset visibility to 98% and automated over 60% of service requests through self-service and chatbot integration.

**Key Platform Features and Modules Used:** App Engine Studio, Low-code Studio, Predictive Intelligence, AI Search, Now Assist, Event Management, Flow Designer, UI Builder, Agent Workspace, Virtual Agent, CMDB, SAM, SIR, GRC, Performance Analytics, Guided Tours, FSM, HRSD, CSM, IntegrationHub, Scoped Applications, MID Server, OAuth 2.0, SSO/SAML, REST/SOAP APIs.

**EDUCATION**

**Northern Illinois University** DeKalb, IL

Master of Science in Computer Science

**Vignan University** Hyderabad, India  
Bachelor of Technology in Computer Science & Engineering