

# Nurbasha Nagababu

ServiceNow Application Developer & System Administrator

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## Professional Summary

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Highly motivated and certified ServiceNow Application Developer (CAD) and System Administrator (CSA) with experience in full-stack development and ITSM implementation. Proficient in designing, developing, and maintaining high-quality, scalable, and testable ServiceNow applications. Expertise in automating workflows, resolving programming bugs, and optimizing performance, resulting in measurable improvements (25% faster ticket resolution, 30% efficiency boost). Adept at working collaboratively within Agile teams to deliver secure solutions aligned with business objectives.

## Technical Skills

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- Programming: JavaScript (ES6), Java, SQL, MySQL
- ServiceNow: Incident, Problem, Change, Request, Service Catalog, Knowledge Mgmt, GlideRecord, Client Scripts, Business Rules, UI Policies, Script Includes, ACLs, Flow Designer, IntegrationHub, REST APIs
- Development: Agile (Scrum), ITIL v4, SDLC, Secure Coding Practices
- Tools: Git, Version Control, Documentation

## Professional Experience

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- **Technical Support & Optimization Intern** Jan 2024 – Mar 2024  
*JSL Travels* India
  - Identified and resolved non-conformance issues in workflows, reducing discrepancies by 20%.
  - Conducted QA on technical processes, minimizing programming bugs and ensuring audit readiness.
  - Maintained detailed documentation to support compliance and scalability.
  - Collaborated with cross-functional teams to troubleshoot issues, ensuring timely resolutions.

## Projects

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- **Incident Management Implementation** May 2024 – Jul 2024  
*ServiceNow*
  - Engineered and deployed Incident Management with Business Rules, Client Scripts, and SLAs to automate ticket routing.
  - Developed dashboards for KPIs and resolution trend analysis.
- **Change Management Process Automation** Apr 2024 – Jun 2024  
*ServiceNow*
  - Developed risk-based approval workflows using CAB processes and Change Calendar.
  - Implemented compliance via CI mapping, policy rules, and RBAC.
- **Problem Management Setup** Mar 2024 – Apr 2024  
*ServiceNow*
  - Implemented RCA workflows and automated incident-problem linking.
  - Created Knowledge Articles and dashboards for proactive issue prevention.
- **Onboarding Application (Scoped App)** Feb 2024 – Mar 2024  
*ServiceNow*
  - Developed a scalable onboarding app using Flow Designer, Script Includes, and Service Catalog.
  - Automated user provisioning and configured role-based notifications.

Education

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- **Bachelor of Technology (B.Tech), Information Technology** 2021 – 2025  
*KKR & KSR Institute of Technology & Sciences* *India — CGPA: 7.2/10 (Expected Aug 2025)*
- **Board of Intermediate Education** 2018 – 2020  
*Sri Pratibha Junior College* *Marks: 929/1000*

Certifications

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- ServiceNow Certified Application Developer (CAD) – 2025
- ServiceNow Certified System Administrator (CSA) – 2025
- Java Full Stack Development – Wipro TalentNext (2024)