

Nurbasha Nagababu

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SUMMARY

Certified ServiceNow Application Developer (CAD) and System Administrator (CSA) with hands-on experience in full-stack development and ITSM implementation. Skilled in configuring core modules like Incident, Problem, Change, and Request reducing ticket resolution time by 25%. Automated workflows with Flow Designer and GlideRecord scripting, boosting efficiency by 30%. Delivered secure, scalable solutions aligned with business goals in Agile teams of 5–10, contributing to faster release cycles and improved user satisfaction.

EDUCATION

KKR & KSR INSTITUTE OF TECHNOLOGY & SCIENCES <i>Bachelor of Technology in Information Technology</i>	CGPA:7.2/10 March 2021 – August 2025
Sri Pratibha Junior College <i>Board of Intermediate Education</i>	MARKS: 929/1000 April 2018 – May 2020

PROFESSIONAL EXPERIENCE

Technical Support & Optimization Intern <i>JSL Travels, India</i>	Jan 2024 – Mar 2024
<ul style="list-style-type: none">Conducted quality checks on technical workflows, ensuring compliance with organizational standards.Documented processes and maintained accuracy in records, supporting audit readiness and process integrity.Identified and resolved non-conformance issues, reducing operational discrepancies by 20%.Coordinated with cross-functional teams to improve efficiency and ensure timely issue resolution.	

PROJECTS

ServiceNow: Incident Management Implementation <i>ServiceNow Platform</i>	May 2024 – Jul 2024
<ul style="list-style-type: none">Designed and configured Incident Management with Business Rules, Client Scripts, and SLAs.Built dashboards for resolution trend tracking and agent KPIs.	
ServiceNow: Change Management Process Automation <i>ServiceNow Platform</i>	Apr 2024 – Jun 2024
<ul style="list-style-type: none">Developed risk-based approval flows using CAB and Change Calendar.Enforced compliance via CI mapping, policy rules, and RBAC.	
ServiceNow: Problem Management Setup <i>ServiceNow Platform</i>	Mar 2024 – Apr 2024
<ul style="list-style-type: none">Implemented RCA workflows and automated linking to recurring incidents.Created Knowledge Articles and dashboards for trend analysis.	
ServiceNow: Onboarding Application (Scoped App) <i>ServiceNow Platform</i>	Feb 2024 – Mar 2024
<ul style="list-style-type: none">Developed an onboarding app using Flow Designer, Script Includes, and Service Catalog.Automated provisioning workflows and role-based notifications.	

SKILLS

ServiceNow Modules: Incident, Problem, Change, Request, Service Catalog, Knowledge Management
Scripting & Configuration: GlideRecord, Client Scripts, Business Rules, UI Policies, Script Includes, Access Controls (ACLs)
Automation & Integration: Flow Designer, IntegrationHub, REST APIs, CI/CD with Jenkins, Version Control (Git)
Web Technologies: HTML5, CSS3, JavaScript (ES6)
Programming Languages: Java (v17), JavaScript
Database Technologies: MySQL – schema design, queries, joins
Development Methodologies: Agile (Scrum), ITIL v4, SDLC, Secure Coding, Risk Compliance Alignment

CERTIFICATIONS

ServiceNow Certified Application Developer (CAD) — ServiceNow — 2025

ServiceNow Certified System Administrator (CSA) — ServiceNow — 2025

Java Full Stack Development — Wipro TalentNext — May-Sep 2024

SOFT SKILLS

Problem-Solving, Team Collaboration, Adaptability, Logical Thinking