

ASHISH KUMAR PANDA

ServiceNow Solution Architect

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Profile

- 13+ years of extensive IT experience with relevant experience of 8+ years in ServiceNow.
- Involved in all stages of implementations – Building POCs for new project proposals, Requirement gathering, Product management (Effort & cost estimation), Development, testing and project delivery.
- Lead small teams of <10 people to implement multiple projects using agile methodologies.
- Hands-on experience in various ServiceNow modules like CSM, ITSM, Integrations (REST), Custom applications, etc.

Skills

ServiceNow – CSM, ITSM, Integrations (REST), Service catalog, Workflow automation (Flow design), Configurable workspace (UI builder), Scripting, Custom applications, ACLs, Reporting, Email automations, Knowledge management, Service portal, Agile methodologies.

Product management – Regularly work with Clients/ project managers and product owners for effort and cost estimates for new projects.

Interpersonal – Onshore experience in managing client relationships with effective interactions/ presentations.

Work Experience

Cognizant

Principal Infra Developer

04/2025 – Present

Infosys

ServiceNow Solution Architect

08/2015 – 04/2025

- Led multiple ServiceNow projects for different accounts.
- Managed the full lifecycle of ServiceNow projects, from gathering requirements to deployment, achieving a 100% project completion rate on time.
- Designed and implemented automated workflows and data integrations across CSM, ITSM, custom applications.
- Developed complex scripts in ServiceNow (both server and client side) to achieve requirements.
- Promoted governance for data models and integrity, leading to a significant decrease in data-related issues.
- Created dashboards to visualize and improve metrics.
- Integrated ServiceNow with third-party applications for authentication (SSO), REST integrations.

Cognizant

Technical Lead

03/2012 - 08/2015

- Development/customization of BMC Remedy application.
- Worked to create/modify several SLAs based on the requirement.
- Analysis of logs for fixing high level production issues.
- Bug-fixing on existing remedy workflows.
- Documentation of Knowledge articles/ solutions to recurring issues.
- Mentoring/training new joiners in the project.
- Project upgrade and migration.

Projects

CSM Implementation

06/2023 – 04/2025

Roles and Responsibilities

- Design, develop and test solutions for various CSM requirements for new/ existing accounts.
- Build/ enhance security of the CSM module using ACLs/ scripts.
- Prepare POCs for new CSM proposals.
- Prepare effort/ cost estimation reports, future roadmap for the team.
- Upgrading ServiceNow platform to the latest version.
- Implement integrations specific to CSM – individually developed CSM portal integration with OKTA for providing authentication to external contacts, scripted REST integrations for reporting at Power BI end, etc.
- Configure Configurable Workspace for different teams using UI builder.
- Daily meetings with clients to provide status updates on ongoing activities.
- Documentation – functional, technical, test cases, deployment documents, knowledge articles, etc.
- Peer-code review/ quality checks for all stories.

- Work with product owners to gather new requirements from potential customers, prepare POCs to fit custom requirements.

ServiceDesk Improvements

10/2018 - 06/2023

Roles and Responsibilities

- Managing support/ enhancements for various modules in ServiceNow (ITSM, custom applications, etc.).
- Prepare estimations, release plan and road map for future releases.
- Upgrading ServiceNow platform to the latest version.
- End-to-end application (ServiceNow) development project involving requirements gathering, design, testing, implementation and support.
- Catering data maintenance request or Application Enhancement which goes through the change management process.
- Weekly Meetings with client to provide status of applications and new enhancements.
- Prepare proof of concept (POC) development to validate proposed solution and reduce technical risk.
- Preparing functional requirement and development documents, test case documents, roll-back plans, etc.

Service Catalog Implementation

10/2017 - 10/2018

Roles and Responsibilities

- Creation of service catalogs/ record producers based on requirements.
- Automation of approval and fulfilment process using workflow.
- Use data from custom tables for dynamic options.
- Write Business rules, client scripts, UI policies to meet client requirements.
- Creation of reports, notifications and SLAs.

Education

Gandhi Institute for Technology

B.Tech - Electrical & Electronics Engineering

Bhubaneswar, IN

08/2007 - 06/2011

Key Achievements

Implemented SSO for External CSM Contacts

Enhanced security for external contacts by implementing an integration with OKTA.

Member of elite group at Infosys
Been a part of platinum club and CoE for 5+ years at Infosys for exceptional work with multiple clients.

Appreciation from Dept. head
Certificate of excellence in Infosys for contribution in project activities and training freshers

Certifications & Training

Suite certification – ITSM Professional — ServiceNow

CSA (Certified ServiceNow Administrator) — ServiceNow

Infosys certified ServiceNow Professional — Infosys

ITIL v3.0 foundation — Cognizant

Certificate of excellence in Infosys for contribution in project activities and training freshers — Infosys

ServiceNow Administration/ Implementation — Infosys

Languages

English Proficient ●●●●●

Hindi Proficient ●●●●●

Oriya Native ●●●●●