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Summary

- Implementing solutions using **Incident, Change, Problem Management (ITSM)**, **SLAs, ACLs, Catalog Client Scripts**, and **UI Policies**.
- Proficient with **GlideRecord** for data retrieval and updates based on business conditions.
- Designed and developed ITIL solutions: **Incident, Problem, Change, Service Catalog**, and **Knowledge Management**.
- Hands-on experience with **Agile methodology** for customer-focused development.
- Developed **REST API requests** for efficient interaction with **ServiceNow APIs**.
- Configured Service Catalog, request workflows, and implemented complex business logic.
- Implemented **ServiceNow-JIRA** integration via **REST Messages** for seamless data exchange, **E-Bonding** to enable cross-instance ServiceNow communication, and Inbound LDAP Integration.

Skills

ServiceNow development

- ServiceNow Scripting (Glide Family)
- JavaScript basics
- Service Catalog
- **Integrations with Domain Separation**
- [Scripted REST API](#)
- Technical documentation
- Business rules

- Client scripts

- UI policies

- UI actions

ServiceNow Administrator

- Incident management

- Change management

- Problem management

PDI Experience

Admin (Project Name: [ITSM Core Module Implementation](#))

- Implemented ServiceNow modules like **Incident, Problem, Change**, and **Request Management** to streamline IT processes and improve service delivery.
- **Configured and customized** ServiceNow **flows, business rules**, and **UI policies** to automate routine tasks and enhance operational efficiency.
- **Created** and maintained ServiceNow **Service Catalog items** for end-users, ensuring a user-friendly experience and quick access to IT services.

Catalog & Workflow Management (Project Name: [ITSM Core Module Implementation](#))

- Developed **Service Catalog** functionality, creating appropriate workflows to automate service requests, **Catalog Client Scripts** and **UI Policies** to implement client-side logic changes for dynamic form behaviour.
- Created **Workflows, Reports**, and **Dashboards**.
- Developed **execution plans** for **Catalog items** in ServiceNow, ensuring smooth request fulfilment and business process automation.

ServiceNow Customization & Configuration (Project Name: [ITSM Customization & Process Automation](#))

- Implemented **SLAs, ACLs, Catalog Client Scripts**, and **UI Policies** to meet specific business needs, ensuring efficient process automation and user control.

- Leveraged **Glide Record** to efficiently retrieve and update data based on evolving business conditions, ensuring accurate and real-time information.
- Created and optimized **REST API Requests** within **ServiceNow**, enabling fast and efficient interaction with **ServiceNow REST APIs** for data retrieval and updates.

Data Management & Integrity (Project Name: [Data Load & Transformation Framework](#))

- Worked with **data sources**, **Import Sets**, and **Transform Maps** to automate data integration between external HR systems and ServiceNow.
- Developed **Transform Scripts** to normalize and standardize data.
- Implemented **Scheduled Jobs** to automate nightly data imports and ensure consistent system updates.
- Used **Business Rules** to enforce **data integrity**, preventing duplicate user records and maintaining clean datasets.

Integration & E-Bonding (Project Name: [ServiceNow Integrations](#))

- Implemented **End-to-End communication** between **ServiceNow** and third-party tools viz., **Atlassian JIRA** and **LDAP** (Using an online LDAP Test Server).
- Created and executed **REST API Requests** for integration, enabling rapid communication and data exchange between **ServiceNow** and external applications.
- Configured **E-Bonding**, moving “incidents” to a target ServiceNow instance from the source instance.
- Created **inbound email trigger** flow to create incident and update caller

Scoped Applications

Project Name: [Domain Aware Incident Integration](#)

A ServiceNow scoped application that demonstrates how to build a **domain-aware integration** in ServiceNow. It accepts incidents from external systems via a **Scripted REST API**, then routes them to the correct **domain** based on a company-to-domain mapping.

- Built a scoped application in ServiceNow with a **Scripted REST API** to route incidents to the correct domain.
- Implemented **domain-aware integration** using the **Domain Separation plugin**, ensuring **multi-tenant data isolation** for incidents.
- Configured and tested **API endpoints** with **Postman** and **OAuth 2.0** authentication, packaging the solution for reuse using **GitHub**.

Project Name: [Training Tracker Pro](#)

A scoped application built on the ServiceNow platform to help organizations manage and monitor employee training activities efficiently. This academic project showcases key platform features such as custom tables, references to existing tables, email notifications, reports, and dashboards.

- Built scoped applications with **custom tables**, **import sets**, and **transform maps** for seamless data integration.
- Designed **email layouts**, **templates**, and **notifications**, enabling **automated** communications via **Flow Designer**.
- Developed **reports** and **dashboards** to provide actionable insights and visibility.
- Applied version control and collaboration using **GitHub** with **ServiceNow Studio**.

Work Experience

FDM Group (Australia)	IT Consultant	Full Stack Web development using React (HTML, CSS, JavaScript), and Spring Boot	Nov 2024 – May 2025
Cognizant	Developer	JCAPS, SQL, Integrations	Mar 2008 – Feb 2012
Wipro	Developer	JCAPS, SQL, Integrations	Apr 2004 – Jan 2008

Education

Master of Computer Applications: Acharya Nagarjuna University, June 2000 – April 2003

Bachelor of Commerce: Acharya Nagarjuna University, June 1997 – April 2000