

Prasidha Pandian

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PROFESSIONAL SUMMARY

Experienced ServiceNow professional with 3 years of hands-on expertise in configuring, implementing, and optimizing ServiceNow solutions to enhance IT service management efficiency and business operations. Administrator and Developer. Experience on implementing Service Catalogs, Incident Management, Change Management and Problem Management. CSA certified.

SKILLS

- ServiceNow Administration
 - Workflow configuration
 - Report Generation
 - Dependency views
 - ITIL Processes
 - Data Policies
 - Service Mapping
 - Training and mentoring
 - Service Offerings
 - Verbal and written communication
 - Knowledge management
 - ServiceNow Development
 - Incident Management
 - Business Rules
 - Performance Analytics
 - Service Catalog Management
 - Application design
 - Strong Analytical Abilities
 - CSDM, ITOM
 - SLA Configuration
 - Incident Management
 - Business Services
 - Dashboard creation
 - Client Scripts
 - Problem Management
 - Customer Support
 - REST API
 - Flow Designer
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CERTIFICATIONS

- ServiceNow Certified System Administrator (CSA).
- Micro Certification in Flow Designer, Performance Analytics, Discovery.

TRAININGS

ITOM, CSDM, Discovery.

EXPERIENCE

ServiceNow Developer

Metso, Tata Consultancy Services LTD, 2022 - Current

- Working as a Developer on various ITSM modules like **Service Catalog, Record producer, Order guide, Incident Management, Change Management, Problem Management, Service Request Management, Knowledge Management**
- Reports and Dashboards, SLA's, Import Sets and Transform Maps.
- Created new Business Rules, Client Scripts, UI Policies, UI Actions. Involved in configuration of Incident Management Process. Worked on Scheduled Reports and Job Schedules and Notification Email Scripts.
- Created Transform Map to load the user's data in to Service Now. Involved in production support for all the Service Now related issues. Responsible for creation of workflows for Change Management.

- Configuring the **Workflows** and **Flow Designers** to automate the approvals and Tasks.
 - Problem Solving and technical help in team. Worked on Form changes, Related List changes and Controls in Service Now.
 - Experience in collaborating with developers in reproducing and solving problems.
 - Good team player with excellent communication and interpersonal skills with strong work ethics.
 - Worked on Importing the data into ServiceNow.
 - Configured an automation in creating a records like service offerings direct from a Service Request.
 - Prepared the test cases for incident and Service Requests.
 - Worked on the issues received from the customers. Worked on creating users, roles, groups and load the data in to Service now using import sets on daily, weekly, monthly and on request basis
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EDUCATION

Bachelor of Engineering in Electrical and Electronics Engineering, [2017-2021]

Panimalar Engineering College, Chennai, Tamil Nadu.