

# Sai Kumar Reddy Bandi

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## EXPERIENCE:

### Programmer Analyst | Cognizant Technology Solutions

Hyderabad, India  
August 2021 – December 2022

- Collaborated with cross-functional teams to gather requirements, design solutions, and implement enhancements to ITSM, HRSD and CMDB functionalities based on business needs and best practices.
- Configured and Developed Service Catalog and HR Catalog items resulting in a 30% increase in user self-service adoption within the first year.
- Implemented UI policies, UI actions, Client scripts and Script includes to streamline processes, resulting in a 18% reduction in manual intervention and improved data accuracy.
- Designed and Configured Workflows and Flow designers for Service Catalogue items, Knowledge bases for process automation.
- Configured Service Portal widgets to enhance user experience and functionality, resulting in improved accessibility to key service offerings.
- Improved Problem and Incident management processes by configuring forms and implementing automated creation and closure of related tasks through the utilization of Client-side and Server-side scripts.
- Successfully integrated ServiceNow with third-party applications, enhancing data visibility and accessibility across the organization.
- Implemented data loading processes using Import Sets and Transform Maps, ensuring seamless migration and integration of data from external sources into ServiceNow, resulting in a reduction in data entry errors.

### ServiceNow Intern | Cognizant Technology Solutions

Chennai, India  
March 2021 – July 2021

- Actively participated in training sessions and self-study initiatives to enhance understanding of ServiceNow best practices, administration techniques, and application development methodologies, demonstrating a commitment to continuous learning and professional development.
- Participated in requirements gathering and solution design sessions, gaining hands-on experience in translating business needs into technical requirements.

## TECHNICAL SKILLS:

**ServiceNow:** ITSM, HRSD, Service Portal, CMDB, Service Catalog Configuration and Development, Server Side and Client-Side Scripting, Virtual Agent, ACL's, Workflows, Flow Designers, Integration with Third Party Systems.

**Other Technical Skills:** Python, HTML5, CSS3, JavaScript, AngularJS, Bootstrap 3, MySQL, AWS, GitHub

## CERTIFICATIONS:

- ServiceNow Certified System Administrator (CSA)
- ServiceNow Certified Application Developer (CAD)
- ServiceNow Certified Implementation Specialist - IT Service Management (CIS – ITSM)

## EDUCATION:

### California State University

Master Of Computer Science

GPA: 3.66

Fullerton, CA  
January 2023 – May 2024

## PROJECTS:

**AWS-ServiceNow Integration for Real-time Incident & CMDB Management** - Designed and implemented a robust data integration solution utilizing AWS Lambda to transform Excel data stored in AWS S3 into JSON format. Integrated this system with ServiceNow's scripted REST API for efficient CMDB record management. Developed dynamic notifications translations powered by Google machine translation to keep stakeholders from different regions and languages informed. Implemented inbound email actions to raise incidents promptly. Additionally, developed an interactive chatbot to assist users with platform-related queries, enhancing user experience and accessibility.

**Architecture to capture Realtime event data using AWS ecosystem** - Designed and implemented a real-time data integration system in AWS, orchestrating data flow from third-party vendors through API gateway, amazon event bridge, and AWS lambda for data transformation. Stored and analyzed data in an amazon S3 data lake using Athena and AWS glue, enabling tableau integration for data visualization.

**Knowledge Tracker** - Developed a ServiceNow-based knowledge tracker application using service catalog, flow designer, Notifications, Client Scripts, Script Includes. Business rules to monitor weekly knowledge progress for new hires.