

MAHENDRA RAJA M

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Associate ServiceNow Developer

Summary

Dynamic ServiceNow Developer with 2.7 years of experience, specializing in IT Service Management (ITSM), IT Operations Management (ITOM), IT asset management (ITAM). Proficient in developing and implementing custom solutions to streamline IT processes and optimize service delivery. Seeking opportunities to leverage technical expertise and contribute to the success of innovative IT projects.

Project Details

Verint Systems, US

Client Project: Jun 2022 – Present

- **Automated User and CI Updates:** Implemented filtering and automatic updates of user lists and CI fields in Application Service table, with the user department data from the user table. (**Scheduled Jobs**) (Improved the email alerts for major incidents to ensure notifications are sent only to impacted users and management team)
- **Automated Alerts for Import Set Errors in ServiceNow:** Automatic detection of import set errors and creation of incidents with error and schedule details. (**Scheduled Jobs**) (Enhanced monitoring to reduce manual intervention and improved error resolution time)
- **Enhanced Product Model Ordering Scripts:** Created a new script process to validate the product ordering, ensuring only valid orders are placed and preventing multiple orders for the same product, improving data accuracy and user experience. (**Catalog Client Scripts with Script Includes**) (Reduced the IT services monitoring workload by 30%)
- **Addition of New Product Models in ServiceNow:** Added new product model catalog items and created categories and models to improve the user experience for ordering items via the Service Portal. (**UI policy, Catalog Client Scripts**)
- **Workflow to Flow Designer Migration:** Migrated existing workflows to Flow Designer to improve automation and make processes more efficient. (**Flow Designers**) (Improved performance and efficiency)
- **CI and Asset Management:** Asset, Stockroom, and Model Creation. Maintenance of CMDB Discovery Schedules. Monitoring CMDB KPI Metrics. (Improving overall CMDB health)

- **Product Development & Defect Remediation:** Using Workflows, Flow Designers, Business Rules, Client Scripts, Scheduled Jobs, UI Actions, UI Policies, Fix Scripts, Widgets of Service Portal, Script Includes.
- **Administration Works:** Application Support - Creation of Report, Filters, etc. User Access tasks, Internal test Cases, Instance Upgrade testcases.

Experience



NOBL Q(Previously Jeevan Technologies, Chennai, India)

Associate

Jun 2022 - Present

Education



Puducherry Technological University, Pondicherry, India

Master of Computer Applications (SCORE - 92.60%)

June 2020 - May 2022



Loyola College of Arts and Science, Chennai, India

Bachelor of Science – **Mathematics** (SCORE - 86.5%)

May 2017 - April 2020

Licenses & Certifications



ServiceNow Certified System Administrator

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Skills

IT Service Management

IT Asset Management

ServiceNow Administration

MERN Stack

Basics of C, C++, Java, PHP, Python

MySQL

Honors & Awards

Reward and Recognition - NOBL Q(Previously Jeevan Technologies)

Issued March 2024

Recognition for Consistent Service Delivery and Solutioning