

# TUSHAR BALAKRISHNAN V

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## SUMMARY

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Certified ServiceNow Developer with over 4 years of experience designing and implementing ITSM solutions, custom scoped applications, and REST API integrations on the ServiceNow platform. Proficient in JavaScript, Glide scripting, and the full suite of ServiceNow tools including Business Rules, Script Includes, Flow Designer, and the Service Portal. Strong experience across core ITSM modules (Incident, Problem, Change, Request, Asset), Service Portal customization, and integration with external systems. Adept in Agile delivery, update set management, and performance-optimized scripting. Certified in CSA, CAD, CIS-ITSM, and CIS-Discovery.

## PROFESSIONAL EXPERIENCE

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### INFOSYS LIMITED.

Trivandrum, India

#### Associate Consultant - ServiceNow Developer

JAN 2025-Present

- Developed and enhanced custom scoped applications using Business Rules, Script Includes, UI Actions, and Glide scripting, improving code reusability and system performance.
- Built and maintained REST API integrations (inbound and outbound) via REST Messages and Scripted APIs to enable real-time communication with third-party platforms.
- Designed and configured Service Portal widgets, catalog items, and variable sets to optimize user experience and reduce support tickets.
- Led end-to-end lifecycle of update sets, deployment coordination, and post-release validations ensuring smooth production rollouts.
- Participated in Agile ceremonies including sprint planning, backlog grooming, and daily stand-ups; contributed to story estimation and UAT.

#### Systems Engineer/ Senior Systems Engineer

JUL 2021-DEC 2024

- Supported Offshore Supply Chain Management project by ensuring uninterrupted operations through active monitoring and optimization of cron job performance.
- Worked with tools like New Relic, Jira, and ServiceNow to track system health and incident patterns.
- Received internal recognition for weekend production support and successful incident resolution.
- Collaborated with cross-functional teams and transitioned to development responsibilities, leading to a promotion within 14 months.

## EDUCATION

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### ADI SHANKARA INSTITUTE OF ENGINEERING AND TECHNOLOGY

Kochi, India

*Bachelor of Technology in Computer Science and Engineering : CGPA - 7.91.*

2017-2021

### SBOA PUBLIC SR. SEC SCHOOL

Kochi, India

*Class XII : Percentage: 78.2%*

2016-2017

## SKILLS

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- **ServiceNow Expertise:** Incident Management, Change Management, Problem Management, Request Management, Asset Management, Access Control (ACL), Scoped Applications, Script Includes, Business Rules, UI Actions, Client Scripts, Flow Designer, Service Portals, Widget Customizations, Catalog Items, Variable Sets, UI Policies, Notifications, Data Policies, Scheduled Jobs, Update Sets, Dictionary Overrides.
- **Development & Integration:** JavaScript, GlideRecord, GlideAjax, REST API (Inbound/Outbound), JSON, Scripted APIs, GitHub, Background Scripts, Microsoft Entra, IntegrationHub
- **Soft Skills:** Analytical Thinking, Effective Communication, Collaboration, Attention to Detail, Adaptability, Self-Motivation, Time Management.
- **Languages:** Fluent in English, Malayalam; Conversational Proficiency in Hindi and Tamil
- **Certifications:** ServiceNow Certified System Administrator (CSA), ServiceNow Certified Application Developer (CAD), ServiceNow Certified Implementation Specialist – IT Service Management (CIS-ITSM), ServiceNow Certified Implementation Specialist – Discovery (CIS-Discovery).