ABINAYA A

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PROFILE SUMMARY

- 3 years of experience as an ITSM Developer in ServiceNow.
- Designed and implemented ServiceNow Custom solutions in ITSM modules of ServiceNow domain separated instances.
- Developed complex solutions and expertise in Catalog items Building, Security role developments, Automation of approvals and integration related developments.
- Involved and worked in Upgrade Process of ServiceNow instance on release notes review part of the process.
- Experience in handling Managed Service Provider (MSP) Instance with multiple clients.
- Experience in working on Client scripts, Business rules, ACLs, UI Actions, Data Policies, Script Includes and Glide APIs.
- Experience in working on SLAs, Workflows, Notifications, Inbound Actions, Approvals.
- Experience in working with client directly with strong analytical, technical, research, general business and functional skills to develop clear cut solutions with ServiceNow Best practices.
- Build /Test /Deploy required enhancements using Update Sets from Dev to Prod environments to improve ServiceNow platform.
- In-depth knowledge in ServiceNow ITSM modules such as Incident Management, Change Management, Problem Management, Request Management, Service Catalog and Knowledge Management.

EXPERIENCE

SENIOR ANALYST (APRIL 2021 > FEBRUARY 2024)

CAPGEMINI INFORMATION TECHNOLOGY SERVICES, CHENNAI

CLOUD INFRASTRUCTURE SERVICES

PROJECT EXPERIENCE:

Project Name: CIS_C&R_ServiceNow

Role: ServiceNow Developer

- Implement custom solutions in ITSM modules which involves Incident Management, Change Management, Problem Management, Request Management, Service Catalog and Knowledge Management.
- Created catalog item to fulfill different criteria and requirements. It also includes scripting, workflow creation, Business Rules, Script includes creation, dashboards, and integration developments with client system.
- Enhancing the ITSM modules with respect to customer demands and new features.
- Automating tasks, approvals and implementing security related custom roles to secure the instance.
- Introducing new features of ServiceNow by upgrading to latest release of ServiceNow.
- Handling multiple clients and their custom needs with customer specific and global developments in MSP instance.

Project Name: Security Redesign of MSP

Role: Tech Lead/ServiceNow Developer

- Leading the team of developers in achieving the right solutions within the stipulated timelines, planning the sprints & working along with team in designing complex solutions.

- Analyzing and identifying the security breaches in the multi-tenancy configuration of ITSM Modules.
- Documenting the root cause, implementing the appropriate fixes by introducing new roles, standards,Logics on Business Rules, Script includes and UI policies.

EDUCATION

- ❖ **B.Sc. Aeronautical Science – 76%**
  2017 – 2020: Nehru college of Aeronautics & Applied Sciences, Coimbatore.

- ❖ **XII (Bio-Maths) – 87%**
  2016 – 2017: Thaai Matric Hr.Sec School, Madurai.

- ❖ **X – 94%**
  2014 – 2015: Fusco's Matric School, Madurai.

CERTIFICATIONS & TRAINING:

- ServiceNow - Certified System Administrator (CSA)
- ServiceNow - Certified Implementation Specialist (ITSM)
- ServiceNow – Micro certification Flow Designer

Trainings Undergone:

- Soft Skills and Communication - Edu bridge (1 Month)
- ServiceNow Administration Training - Capgemini Technologies (6 Months)
- ServiceNow ITSM Training - Capgemini Technologies (3 Months)
- ServiceNow CSM Training - ServiceNow Now-Platform
- Domain Separation Implementation – ServiceNow Now-Platform
- JavaScript Basics-Pluralsight
- ITIL V4- Coursera

TECHNICAL SKILLS

- ServiceNow Administration
- ServiceNow ITSM
- Beginner level JavaScript
- Windows Administration
- Microsoft

INTERPERSONAL SKILLS

- Advanced problem-solving ability
- Excellent communication and presentation skills
- Organization and time management skills
- Team building and Leadership skills

PERSONAL INFORMATION

- **Date of Birth:** 08/07/2000
- **Nationality:** Indian
- **Hobbies:** Reading Books, Creative writing
- **Languages Known:**
  a) English – Proficient
  b) Tamil – Proficient