Navneeth Ramachandran

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Portfolio Website | Availability: Immediate

Professional Summary

ServiceNow Developer with 6+ years of experience in enterprise ITSM environments at IBM (Selfridges) and Ampy AB. Hands-on with **Incident/Problem/Change**, Glide API/JavaScript, Flow Designer, Business Rules, Service Portal, REST/SOAP integrations, CMDB, and SLA dashboards. Skilled in Agile delivery, stakeholder collaboration, and building upgrade-safe, maintainable solutions.

Core Skills

- **ServiceNow:** ITSM (Inc/Prob/Change), Flow Designer, Business Rules, Client/Server Scripts, Service Portal, CMDB
- **Programming:** JavaScript, Glide API, Python, SQL, HTML, CSS, JSON, XML
- **Integrations:** REST/SOAP APIs, monitoring tools, automated ticket creation, payload transforms
- **Practices:** Agile sprints, SLA reporting, RCA/prevention, documentation, knowledge base
- **Other:** MySQL concepts, CI/CD (GitHub Actions), cross-functional collaboration

Professional Experience

Ampy AB, Sweden   *Jan 2025 – Present*
Solution Architect CRM & Automations (Intern)
- Designed CRM workflows and API-based automations, reducing manual effort by 40%.
- Built KPI dashboards and reporting to track pipeline visibility and case status.
- Supported onboarding and training for internal users on workflow tools.

IBM India — Client: Selfridges (London, UK)   *Sep 2018 – Sep 2024*
ServiceNow Developer / ITSM Engineer
- Managed **incident, problem, and change processes**, ensuring SLA compliance and timely escalations.
- Developed **Client Scripts, Business Rules, and Flow Designer workflows** for ticket automation and approvals.
- Integrated ServiceNow with monitoring tools via **REST/SOAP**, automating incident creation and updates.
- Built **dashboards and SLA reports** to track backlog, recurring issues, and compliance metrics.
- Maintained **CMDB relationships**, improving incident routing and RCA accuracy.
- Delivered enhancements and portal improvements in **3-week Agile sprints**.

Education & Certifications

B.Tech, Electrical & Electronics Engineering — Amrita Vishwa Vidyapeetham, India   (2014–2018)
Certifications: Microsoft Certified: Azure Data Engineer Associate, Databricks Fundamentals Accreditation, Full Stack Data Science

Languages

English (Fluent), Swedish (Beginner)