

Navneeth Ramachandran

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Hiring Manager

Volvo Group Digital & IT

Eskilstuna, Sweden

Subject: Application for Software Engineer – ServiceNow

Dear Hiring Manager,

I am excited to apply for the Software Engineer – ServiceNow position at Volvo Group Digital & IT. With over six years of hands-on ITSM and platform experience at IBM (client: Selfridges) and Ampy AB, I have delivered and supported scalable ServiceNow solutions aligned with best practices, SaaS architecture, and agile delivery models.

At IBM, I worked extensively on incident, problem, and change processes in ServiceNow, developing Client Scripts, Business Rules, Flow Designer workflows, and Service Portal enhancements to improve automation and user experience. I integrated ServiceNow with monitoring tools via REST/SOAP, built dashboards for SLA tracking, and maintained CMDB hygiene to ensure accurate service mapping. This work sharpened my skills in Glide API, scripting, and upgrade-safe configuration.

In my current role at Ampy AB, I design workflows and API-based automations to streamline CRM processes and build KPI dashboards for business stakeholders. These experiences reinforce my ability to collaborate cross-functionally, document processes, and support end users—skills directly transferable to Volvo's agile product teams.

I live in Eskilstuna, close to the Volvo Group office, and am available to start immediately. I am motivated to contribute my ServiceNow expertise, scripting capabilities, and problem-solving approach to enhance Volvo's digital transformation journey.

Thank you for considering my application. I would welcome the opportunity to discuss how I can contribute to the ServiceNow Chapter Sweden team and help deliver high-quality, maintainable solutions for Volvo.

Sincerely,

Navneeth Ramachandran