PRIYANGA K

Aspiring ServiceNow Developer | Biomedical Engineering Student | Passionate about Automation & Digital Health Solutions

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CAREER OBJECTIVE

A Biomedical Engineering student with a strong foundation in ServiceNow development and a passion for healthcare technology. Skilled in building automated workflows, integrating APIs, and developing user-friendly solutions that improve service delivery. Eager to apply my technical knowledge and problem-solving skills to contribute to innovative digital health and enterprise service platforms.

SKILLS

- **Tools & Platforms** — ServiceNow, Gitlab, GitHub, Figma
- **Domain Expertise** — Healthcare Analytics, Biomaterials, Medical Instrumentation
- **Soft Skills** — Time Management, Communication, Cognitive Flexibility, Team Management

EDUCATION

- Bannari Amman Institute of Technology, Tamil Nadu, India   Nov 2022 — May 2026
  B.E in Biomedical Engineering — 7.88 CGPA
- Crescent Castle Matriculation Hr. Sec School, Ootacamund, Tamil Nadu, India.   May 2020 — April 2022
  12th Grade — 80.33%
- M.S.V Matriculation School, Tirupur, Tamil Nadu, India   May 2019 — April 2020
  10 Grade — 90% Tamil Nadu, India

PROJECTS

- **Automated Network Request Management in ServiceNow**
  Designed and developed a complete automated system in ServiceNow to manage network service requests like Jio WiFi, DTH, and Air Fiber. Created intuitive request forms and used client scripts, UI policies, and business rules to make the submission process smooth for users. Automated the assignment of technicians, progress tracking, and customer follow-ups through Flow Designer, notifications, and scheduled jobs. Validated the process using ATF testing and followed change management practices to ensure a smooth and reliable deployment.

- **Designed and implemented intuitive form behaviors in ServiceNow using client scripts and UI policies.** Improved user experience by dynamically showing or hiding fields, setting mandatory conditions, and auto-populating values based on user actions. These enhancements helped users fill out forms faster and more accurately, reducing manual errors and ensuring cleaner data without affecting backend processes. .

CERTIFICATES & ACHIEVEMENTS

- ServiceNow-CAD CERTIFICATION
- ServiceNow-CSA CERTIFICATION
- UDEMY - BIOMATERIALS AND BIOPRINTING
- Data Analytics and Visualization Job
- **INTERNSHIP on AIML** (study on machine learning), **Techvolt Software, CBE**, August 2024 - September 2024