

Ramji Pal

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Profile Summary

As a ServiceNow Developer with nearly 2 years of hands-on experience I have a proven ability to interpret business requirements, translate them into effective technical solutions, and deliver high-quality implementations within deadlines. Experience in ITSM modules, integrations, Flow Designer, Service Catalog, and both server-side and client-side scripting. Adept at problem-solving, optimizing processes, and contributing to Agile/SAFe environments with a strong focus on efficiency, accuracy, and continuous improvement.

Experience

Tech Mahindra | ServiceNow Developer

ServiceNow Client Location, Hyderabad

April 2025 - Present

- Designed and optimized cross-instance data migration using asynchronous batch API-based **REST integrations**, achieving a **~70% improvement** in data transmission performance and efficiency.
- Engineered secure **REST** integrations using **mutual authentication**(mTLS), ensuring encrypted communication and enhancing integration reliability.
- Enhanced the serviceNow university search page by modernizing **Service Portal** widgets and page configurations, improving UI consistency, usability, and overall user engagement. [Link](#)
- Delivered assigned user stories on time within a **SAFe Agile** environment and actively participated in sprint planning, daily stand-ups, retrospectives, and peer reviews.

Associate Software Engineer | ServiceNow Developer, Pune

Sept 2024 - April 2025

- Designed and developed **service catalog items** based on business requirements, including implementing end-to-end automation using **Flow Designer** (Flows, Subflows and Actions).
- Thoroughly tested and debugged flows for all edge cases, ensuring stable and error-free automation.
- Contributed on **Custom Application**, creating **UI Actions, Business Rules, and Client Scripts** to support tailored business logic and improve application functionality.
- Configured incident management and SLAs to meet service targets and resolution timelines.

Personal Project

Vendor Onboarding Management – Custom ServiceNow Application

- Built a custom vendor onboarding application with role-based ACLs for Requesters, Managers, and Vendors to ensure secure and controlled access.
 - Designed an end-to-end onboarding workflow using Flow Designer, handling submission, approval, validation, and final onboarding.
 - Implemented real-time GST verification by integrating with *bulkpe.in/check-gst* using client-side scripting.
 - Enabled automated email notifications across all workflow stages to keep stakeholders informed and improve transparency.
 - Created self-service catalog items allowing vendors to initiate onboarding and progress through a guided automated flow.
- Skills: custom application, Rest Message, ACL, Scripting, outbound Integration, flow designer, sla, request management*

Certifications

- ServiceNow Certified Application Developer (CAD) | [link](#)
- ServiceNow Certified System Administrator (CSA) | [link](#)
- Certified Implementation Specialist - IT service management(CIS-ITSM) | [link](#)
- Microsoft Azure Fundamentals | [link](#)

Technical Skills

- ServiceNow Skills:** ITSM, UI action, business rules, client and server script, Rest and SOAP integration, Integration Hub Flow designer, UI Builder, SLA, Custom Application Development, update set management, Reporting, ACL, Agentic AI, Now Assist, CMDB, Discovery, MID.
- Programming Languages and Tools:** Python, Java, Javascript, HTML, CSS, AngularJS, Git.

Education

Yeshwantrao Chavan College Of Engineering, Nagpur	2024
Bachelor of Technology, Information Technology, CGPA: 8.13	
Samarth Junior College, Nagpur	2020
12th, Score: 80.15%	
Dnyandeep Convent, Nagpur	2018
10th, Score: 81%	