

Ramji Pal

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Profile Summary

As a ServiceNow Developer I have a Proven ability to interpret business requirements, translate them into effective technical solutions, and deliver high-quality implementations within deadlines. Experienced 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

- Optimized cross-instance data migration by developing an asynchronous **Batch API** based integration, achieving a **~70%** improvement in transmission speed and overall data transfer efficiency.
- Engineered secure **REST** integrations using **Mutual Authentication**, 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](#)
- Worked in a **SAFe Agile environment**, participating in PI planning, sprint ceremonies, and collaborative development cycles to deliver high-quality ServiceNow enhancements.

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).
- Thoroughly tested and debugged flows for all edge cases, ensuring stable, error-free automation.
- Contributed on **Custom Application**, creating **UI Actions, Business Rules, and Client Scripts** to support tailored business logic and improve application functionality.
- Worked on Incident management and SLA.

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 *bulkepe.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 CAD | [link](#)
- ServiceNow CSA | [link](#)
- Microsoft Azure Fundamentals | [link](#)

Technical Skills

- ServiceNow Skills:** ITSM, UI action, business rules, client and server script, Rest and SOAP integration, Flow designer, UI Builder, SLA, Custom Application Development, Update set management, Reporting, ACL, Agentic AI, Now Assist.
- Programming Language:** Python, Java, Javascript, HTML, CSS
- Database:** MySQL, PostgreSQL

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%	