Ramji Pal

+919763919123 | ramjipal85@gmail.com | Linkedin | Github | Portfolio

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

Deployed to ServiceNow(client location), Hyderabad A*pril 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 Message** integrations using **Mutual Authentication**, ensuring encrypted communication and enhancing integration reliability.
- **Revamped the ServiceNow University Search module on the Service Portal**, including:
  Refactoring **widget HTML, CSS, and Server Scripts**
  Updating **page configurations** to align with new branding requirements
  Delivering a modernized user interface and improved search Experience
- 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, Custom Application Development, Update set management, Reporting, ACL, Agentic AI.
- **Programming Language:** Python, Java, Javascript, HTML, CSS
- **Libraries Framework:** ReactJs, Django, Flask, FastAPI
- **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%