

Ravi Shankar Gupta

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Professional Summary

ServiceNow Developer with **3.5 years of experience** in designing, configuring, and enhancing ServiceNow ITSM applications. Strong expertise in scripting (including **GlideAjax**, **GlideRecord**, **Client Scripts**, **Business Rules**, **Script Includes**), Service Catalog development, REST API and Scripted API integrations, workflow automation, notifications, and SLA management. Known for delivering efficient, scalable, and user-centric solutions that drive measurable improvements in process efficiency and data quality.

Technical Skills

ServiceNow Platform(ITSM, SRM, Workflow & Flow Designer, Reports & Dashboards), Access Control Lists (ACLs),Web Services/Integrations (REST API & Scripted APIs), Scripting: GlideAjax, GlideRecord, Client Script, Business Rules, Script Includes,UI Policy, UI Action, UI Page, UI Macro,Service Catalog (Catalog Items, Record Producers, Variable Sets, Order Guides),Transform Maps, Import Sets, Email Notifications & Templates,SLA Configuration & Tracking

Work Experience

Atos Global IT Solution Private Limited, Bangalore

ServiceNow Developer

Sep 2022 – Present

- Enhanced core ITSM processes (Incident, Problem, Change, Service Request) using **Client Scripts**, **Business Rules**, **Script Includes**, **UI Policies & UI Actions**, improving process reliability and reducing manual steps.
- Built and maintained **Service Catalog Items**, **Record Producers**, **Variables**, and **Order Guides** to streamline request fulfillment.
- Developed responsive UI elements using **GlideAjax**, **GlideRecord**, and **Client Scripts**, reducing form input errors and improving user interaction.
- Implemented **REST API & Scripted API integrations** to ensure seamless data exchange between ServiceNow and external systems.
- Automated bulk data ingestion using **Transform Maps & Import Sets**, ensuring accurate data imports with minimal manual intervention.
- Designed automated workflows using **Flow Designer & Workflow Editor**, significantly reducing cycle times for approvals and request fulfillment.
- Created **email notifications**, **notification templates**, **reports**, and **dashboards** to improve stakeholder communication and visibility into KPIs.
- Created custom **reports and dashboards** to provide real-time performance insights and improve operational visibility.
- Applied **ACLs** to enforce secure access and role-based permissions for sensitive records.
- Tested configurations and enhancements across **DEV**, **QA**, and **PROD instances**, validating functionality and ensuring stability before deployment.
- Collaborated with stakeholders to translate requirements into scalable technical solutions.

Certifications

- ServiceNow Certified System Administrator (CSA)
- ITIL 4 Foundation

Education

D.I.E.T, Meerut

B.Tech. in Computer Science and Engineering

Aug 2018 - Jun 2022