

SABARNA BALAMURUGAN

ServiceNow Developer

CONTACT ME!

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ABOUT ME:

A ServiceNow Developer with over two years of experience in custom application development, Service Catalog management, and ITIL-aligned solution implementation. Certified as a System Administrator (CSA), Application Developer (CAD), and Implementation Specialist (CIS-ITSM), with strong skills in workflow automation, UI policies, business rules, and client scripts. Proven ability to design and implement robust ServiceNow solutions that enhance operational efficiency and service delivery.

EDUCATION

- **Master of Computer Application**
Bharathiyar University, Coimbatore - 86 %
- **B.Sc Mathematics**
PSGR Krishnammal College for Women,
Coimbatore - 8.4 CGPA
- **Higher Secondary**
Srinivasa Vidyalaya, Udumalpet - 69 %
- **SSLC**
Srinivasa Vidyalaya, Udumalpet - 94 %

SKILLS

Technical Skills

- Custom Application Development
- Workflow Automation
- Service Catalog
- Flow Designer
- Business Rules
- Client Scripts

Business Intelligence Tools

- Power BI
- MS Excel

IT Service Management

- Incident Management
- Problem Management
- Request Management

PROJECTS

SLA Breach Notification Flow

Automated proactive SLA breach alerts with dynamic warning times to improve awareness and reduce violations.

New Hire Request Application

Created scoped app for device requests with approvals and workflows for the New Hires

PROFESSIONAL EXPERIENCE

Jun 2023 – Present

Infra Managed Service Analyst / Accenture:

- Developed and maintained 25+ Catalog Items and Record Producers for internal service requests, reducing manual intervention by 40%.
- Implemented 15+ customized UI policies and client scripts within ServiceNow, automating data validation and field population, leading to 20% faster form completion rates and improved data accuracy.
- Created and managed custom flows using Flow Designer to automate routine tasks, including an SLA breach notification system and approvals for the New Hire Request Application
- Configured and customized email templates and notification triggers for various system events, ensuring timely and relevant communication to end-users and stakeholders.
- Generated detailed trend reports in Power BI to inform and support leadership decisions.

CERTIFICATIONS

ServiceNow Certifications

- ServiceNow Certified System Administrator
- ServiceNow Certified Application Developer
- ServiceNow Certified Implementation Specialist - ITSM

IT Service Management & Operations

- ITIL V4 Foundation Certificate
- SRE Foundation Certificate in IT Service Management

Cloud & AI Fundamentals

- Microsoft Azure Fundamentals
- Microsoft Azure AI Fundamentals
- IBM Data Science Methodologies