

Srikanth Madabhushi – ServiceNow & AI Automation Engineer

CONTACT

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PROFESSIONAL SUMMARY

ServiceNow Developer & AI Automation Specialist with strong expertise across ITSM, ITOM, HRSD, CSM, GRC, Predictive Intelligence, Generative AI, Agentic AI, AIOps, ML Studio, workflow engineering, and automation. Creator of EX360 – AI Orchestration Enterprise Suite. Experienced in Agile, enterprise automation design, and complex ServiceNow solution delivery.

CORE COMPETENCIES

- ServiceNow: ITSM, ITOM, HRSD, CSM, GRC, Flow Designer, IntegrationHub, Virtual Agent
- AI & Automation: Predictive Intelligence, Generative AI, Agentic AI, AIOps, ML Studio, Auto-remediation flows
- Development: Business Rules, Script Includes, Client Scripts, GlideRecord, API Integrations
- Other Skills: Python Automation, REST APIs, JIRA, Confluence, Scrum Master & Project Management

PROFESSIONAL EXPERIENCE

Infer Solutions Inc — Lead ServiceNow Developer / AI Automation Engineer (Sep 2024 – Present)

- Designed enterprise workflows across ITSM, HRSD, CSM, GRC, ITOM improving automation by 45%.
- Built Predictive AI, Generative AI, and Agentic AI flows for intelligent automation.
- Developed AIOps self-healing automation using ITOM Events + auto-remediation.
- Built HRSD AI workflows reducing case turnaround by 40%.
- Created CSM sentiment scoring + AI-based escalation models.

- Served as Scrum Master & Product Owner for multi-module delivery.

Wells Fargo International Solutions — Senior ServiceNow Admin/Developer (Oct 2020 – Aug 2024)

- Enhanced ITSM modules with automation for Incident/Change/Request.
- Developed Predictive Intelligence models for auto-categorization & prioritization.
- Implemented GRC risk workflows reducing audit preparation effort by 60%.
- Built Python-based analytics automation integrating ServiceNow REST APIs.

Mirabel Technologies — Project Manager / Scrum Master (Sep 2015 – Sep 2020)

- Led Agile teams delivering workflow automation across ServiceNow modules.
- Created dashboards improving SLA response by 35%.

Genuine IT LLC — Team Lead (Apr 2012 – Aug 2014)

- Designed CRM–ServiceNow API integrations.
- Built automated customer support workflows and SLA monitoring.

KEY PROJECTS

EX360 – AI Orchestrated Enterprise Suite

- Built AI Priority Score, AI Summary, AI Suggested Response, AI Routing Engine.
- Multi-module orchestration: ITSM, HRSD, CSM, GRC, ITOM.
- 50% improvement in automation across enterprise workflows.

Digital Twin for Enterprise Operations

- Built operational state model + automated incident triggers.

AIOps – Event-Driven Self-Healing

- Auto-remediation via ITOM Events using Agentic AI decisioning.

CSM – Sentiment AI & Auto-Escalation

- Built sentiment classification + automated routing flows.

GRC – Risk Intelligence Automation

- ML-based risk scoring + evidence automation.

EDUCATION

MS in Artificial Intelligence – Indiana Wesleyan University, USA

MBA (Project Management) – Dr. C. V. Raman University, India

B.Com (Computers) – Periyar University, India