

Srikanth Madabhushi – ServiceNow Developer | AI Automation Engineer

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PROFESSIONAL SUMMARY

ServiceNow Developer & AI Automation Engineer with 12+ years of IT experience and deep expertise across ITSM, ITOM, HRSD, CSM, and GRC. Specialist in Generative AI, Agentic AI, Predictive Intelligence, ML Studio, Event Management, CMDB enrichment, workflow engineering, and enterprise-scale automation. Creator of EX360 and Autonomous Enterprise Brain (AEB). Strong in Agile/Scrum, automation strategy, solution architecture, and end-to-end delivery.

TECHNICAL SKILLS

ServiceNow: ITSM, ITOM, HRSD, CSM, GRC, CMDB, Discovery, Event Management, Flow Designer, IntegrationHub, Virtual Agent, Scoped Apps

AI & Automation: Generative AI, Agentic AI, Predictive Intelligence, ML Studio, AI Routing Engine, AI Summary Engine

Development: JavaScript, GlideRecord, Business Rules, Script Includes, Client Scripts, UI Policies, ACLs

Tools: Python, REST/SOAP API, JIRA, Confluence, Git, JSON

PROFESSIONAL EXPERIENCE

Infer Solutions Inc — Lead ServiceNow Developer / AI Automation Engineer (Sep 2024 – Oct 2025)

- Built Generative AI and Agentic AI workflows across ITSM, HRSD, CSM, GRC, and ITOM.
- Designed Event Management automation: Alert → Incident, enrichment, correlation, deduplication.
- Developed AI Priority Score integrated with ITOM alerting and ITSM routing.
- Implemented HRSD, CSM, ITSM lifecycle automation reducing manual workload by 45%.

- Developed custom Script Includes for enterprise AI logic and orchestration.
- Worked on CMDB enrichment flows, dependency mapping corrections, and CI health scoring.
- Engineered sentiment scoring + smart assignment for CSM channels.
- Enhanced Flow Designer subflows for enterprise reuse across EX360 and AEB.
- Built dashboards for SLA risk, event-to-incident latency, and service health.
- Implemented governance, upgrade readiness, and instance optimization activities.
- Automated multi-step agentic flows improving operations efficiency across domains.

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

- Implemented Predictive Intelligence models for auto-routing, categorization, and prioritization.
- Built ITSM automations for Incident, Change, Request, Problem, Knowledge.
- Developed integration between Python automation platform and ServiceNow REST APIs.
- Built SLA forecasting engine using Python + ServiceNow data.
- Created CMDB improvement flows fixing CI ownership, relationships, and service mapping.
- Implemented dynamic approval workflows and change risk automation.
- Managed ServiceNow upgrades, clone activities, ATF scripts, and platform stability.
- Built performance analytics dashboards for MTTR, SLA breaches, workload distribution.
- Created end-to-end assignment group automation reducing misrouted tickets.
- Designed knowledge article recommendation logic for service desk agents.

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

- Managed end-to-end ServiceNow workflow automation delivery for enterprise clients.
- Coordinated development of automated SLA dashboards and performance analytics.
- Executed sprint planning, grooming, retrospectives, and stakeholder demos.

- Created functional specs, workflow diagrams, and business requirement documents.
- Improved cross-team alignment enabling faster deployment across ServiceNow.
- Designed automation strategies for ticket routing, reporting, and escalations.
- Mentored development teams ensuring consistent Agile maturity.
- Reduced SLA turnaround time by 35% using automation-driven process improvements.

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

- Designed CRM → ServiceNow integration workflows for customer service automation.
- Built SLA monitoring, case lifecycle flows, and automated notifications.
- Implemented REST API integrations for CRM data sync and case creation.
- Developed dashboards for support teams improving visibility and SLA compliance.
- Coordinated with product owners to build scalable automation processes.
- Led junior developers, conducted code reviews, and ensured delivery quality.

KEY PROJECTS

Autonomous Enterprise Brain (AEB):

- Built enterprise AI reasoning combining Generative, Agentic, and Predictive AI.
- Designed AI Routing Engine, AI Priority Score, and multi-step decision logic.
- Created AI accelerators: Summary Engine, Categorization Engine, Suggestion Engine.
- Automated workflows across ITSM, HRSD, CSM, GRC reducing manual triage by 50%.
- Developed complex Script Includes powering cross-module orchestration.

EX360 – AI Orchestrated Enterprise Suite:

- Designed AI orchestration across ITSM, HRSD, CSM, GRC, ITOM.
- Built AI Summary, AI Suggested Response, AI Routing Engine, AI Priority Model.
- Implemented predictive categorization and assignment (>85% accuracy).
- Developed agentic flows performing multi-step autonomous resolution.

- Improved enterprise automation efficiency by 50%.

ITOM – Intelligent Event Processing & Automated Routing:

- Built Event → Incident automation, alert correlation, enrichment, and deduplication.
- Implemented CMDB enrichment flows to correct owner/support group gaps.
- Created AEB Signal Processor to ingest alerts into ServiceNow.
- Integrated AI Priority Score with ITOM alerts improving routing accuracy.
- Reduced event-based manual triage effort by 40%.

ITSM – Predictive Intelligence Automation:

- Built auto-categorization, auto-assignment, and resolution prediction models.
- Integrated PI logic with Flow Designer enabling full lifecycle automation.
- Reduced manual triage by 50% and improved assignment accuracy by 45%.

HRSD – AI Case Intelligence:

- Automated routing using employee profiles, service patterns, and urgency logic.
- Implemented GenAI summaries and response generation.
- Reduced HR case resolution time by 40%.

CSM – Sentiment AI & Escalations:

- Built sentiment analysis engine for customer messages.
- Automated escalations and queue routing based on sentiment severity.

GRC – AI Risk Intelligence:

- Built ML-based risk scoring + automated evidence workflows.
- Reduced audit preparation time by 60%.

Enterprise AI Workflow Automation:

- Built AI Summary, Routing, Categorization, and Suggestion engines.
- Automated cross-module workflows reducing manual work by 50%.

EDUCATION

MS in Artificial Intelligence – Indiana Wesleyan University, USA

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

B.Com (Computers) – Periyar University, India