

## SURYANSHU KUMAR

Computer Science Student & Gandhi Fellow

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### PROFILE SUMMARY

Results-driven professional with experience in both IT and social impact sectors. Worked as a Junior ServiceNow Admin/Developer, where I managed ITSM module customization, workflow automation, and platform support. Currently serving as a Gandhi Fellow with Piramal Foundation under the Digital Bharat Collaborative, leading on-ground implementation of digital health initiatives like ABHA ID creation and eHospital system rollout. Adept at stakeholder coordination, field training, and bridging the gap between technology and community needs.

### EDUCATION

- **Master of Computer Applications (MCA)**  
Amity University, Noida (Online)  
Aug 2023 – Aug 2025
- **Bachelor of Computer Applications (BCA)**  
Institute of Management & Technology, Faridabad  
Jul 2020 – Jul 2023

### EXPERIENCE

#### **Fellow – Digital Bharat Collaborative Piramal Foundation (Aug 2024 – Present)**

- Facilitated ABHA ID creation and eHospital adoption with district health officials.
- Delivered training and on-site support to healthcare staff for using digital tools like NextGen eHospital.
- Prepared progress reports and presentations to highlight gaps and insights.
- Engaged stakeholders across government, healthcare, and field teams to promote digital literacy and behavioral change.

**ServiceNow Admin/Developer Intern**  
**CS Techom** (Jul 2023 – Dec 2023)

- Designed and implemented UI Policies, Business Rules, Client Scripts, and Catalog Items.
- Customized ServiceNow modules like Incident, Change, and Problem Management.
- Managed user roles, ACLs, and platform security settings.
- Built forms, fields, and workflows to meet business needs.

**SKILLS**

- Web Development: HTML, CSS, JavaScript
- Platforms: WordPress, ServiceNow
- Tools: MS Office, Google Workspace
- Program & Team Management
- Stakeholder Engagement
- Data Analysis & Reporting
- Strong Communication & Adaptability

**PROJECTS**

**Niramaya Project – Assam**

- Deployed tech-driven healthcare solutions in rural communities.
- Led health data reporting, monitoring, and capacity-building efforts.
- Impacted 10,000+ residents through improved healthcare access.

**KEY ACHIEVEMENTS**

- Enhanced healthcare access for 10,000+ beneficiaries via the Niramaya Project.
- Trained 100+ stakeholders in digital literacy and tools.
- Configured IT modules supporting 100+ end users.
- Reduced incident resolution time by 20% through automated workflows.