VENKATESWARA CHOWDARY DADDALA

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Professional Summary

ServiceNow professional with 4 years of experience in designing, configuring, and optimizing ServiceNow solutions. Proficient in ITSM, CMDB, ITOM, HRSD and Service portal modules with a strong background in scripting using JavaScript, Glide API, and web technologies like HTML and CSS. Skilled in agile practices and integrating REST/SOAP APIs. Proven ability to enhance user experiences, ensure platform stability, and deliver innovative IT solutions aligned with business objectives.

Skills

ServiceNow Core Modules: Master ITSM (Incident, Problem, Change, Request), CMDB, ITOM, HRSD, and Service Portal development

Scripting & APIs: JavaScript (client/server-side), Glide APIs

Integration: REST/SOAP APIs, Integration Hub spokes, Flow Designer, external system connections

Configuration: Business Rules, Client Scripts, UI Policies, Inbound Actions, workflow automation

Certifications: CSA , CAD , CIS - ITSM, HRSD, CSM.

Portfolio Projects: API integrations, Service Portal widgets, automated workflows.

Work History

ServiceNow Application Specialist   04/2025 - Current
EHealth Queensland – Melbourne, VIC(Remote)

- **Service Portal Development:** Built comprehensive Queensland clinical applications with custom widgets, portal pages, healthcare-specific catalog items, and intuitive interfaces for clinical workflows and patient records access
- **Healthcare Configuration:** Configured Client Scripts, Business Rules, Script Includes, UI Actions, UI Policies, Order Guides, Record Producers, and ACLs ensuring compliance with healthcare privacy and Queensland security standards
- **System Integration:** Developed inbound email actions, automated workflows, specialized reports, dashboards, and notification systems integrating Service Portal with existing Queensland health systems
- **Stakeholder Management:** Translated complex healthcare workflows into functional configurations, managed Update Sets with zero disruption testing, and maintained communication with Queensland health officials and clinical department heads
- **Clinical Solutions:** Implemented patient satisfaction surveys, clinical feedback mechanisms, medical equipment provisioning workflows, and patient transfer request automation aligned with state healthcare standards

ServiceNow Consultant   08/2023 - 03/2025
Tecworkz Australia Pty Ltd – Melbourne, VIC

- **Platform Configuration:** Configured and managed ITSM, ITOM, HRSD modules with Client Scripts, Business Rules, Script Includes, UI Actions, UI Policies, Transform Maps, ACLs, and custom tables ensuring enterprise alignment

- **ITOM Discovery & CMDB:** Implemented ServiceNow Discovery with custom patterns and probes, maintained CMDB accuracy through infrastructure mapping, and configured Health Performance Analytics for real-time monitoring
- **Workflow Automation:** Developed complex Order Guides, Record Producers, Workflow Scripts, inbound email actions, and automated communication systems for IT service delivery and provisioning
- **System Management:** Participated in platform upgrades, Update Sets deployment, comprehensive testing phases, advanced reporting, dashboards, Performance Analytics solutions, and event/alert management across multiple environments
- **Process Optimization:** ITSM process management (Incident, Problem, Change, Configuration), service catalog customization, stakeholder training, user administration, and role-based access controls implementation
- **Security & Performance Testing:** Participated in performance and penetration testing meetings, collaborated on security assessments, system optimization strategies, and vulnerability remediation planning to ensure platform security and optimal performance

NextGen Extern   04/2024 - 06/2024

ServiceNow – Melbourne, VIC

- Actively participated in a comprehensive ServiceNow externship program to refresh and enhance skills acquired during previous professional experience.
- Engaging in hands-on training and mentorship sessions to deepen understanding of ServiceNow platform functionalities and best practices.
- Collaborating with senior team members to contribute to real-world ServiceNow projects, including configuration tasks, customization exercises, and troubleshooting assignments.
- Assisting in the development and implementation of ServiceNow solutions to address business needs, with a focus on modules such as Incident Management, Problem Management, and Change Management.

Program Analyst - ServiceNow   07/2021 - 10/2022

Cognizant Technology Services – Bengaluru,India

- **Service Portal Development:** Designed and customized widgets and UI components to enhance user experience on the ServiceNow Service Portal.
- **Platform Maintenance:** Conducted regular system health checks, troubleshooting, and performance optimizations to maintain platform reliability.
- **Integration Expertise:** Successfully integrated third-party systems and tools using REST/SOAP APIs and IntegrationHub to streamline workflows and enhance system interoperability.
- **Incident and Change Management:** Managed critical incidents and implemented change requests in compliance with SLAs and ITIL best practices.
- **System Upgrades and Patches:** Performed impact analysis and rigorous testing during system upgrades and patch installations to minimize disruptions.
- **Agile Methodologies:** Actively participated in sprint planning, daily stand-ups, and retrospectives to deliver projects within defined timelines.

Graduate Intern   03/2021 - 07/2021

Cognizant Technology Services – Chennai, India

- Supported staff members in their daily tasks, reducing workload burden and allowing for increased focus on higher-priority assignments.
- Gained valuable experience working within a specific industry, applying learned concepts directly into relevant work situations.
- Effectively prioritized tasks by organizing workload according to importance and urgency, ensuring timely completion of assignments.
- Received consistent positive feedback on performance from supervisors, acknowledging dedication and hard work.

Education

Master of Science: Data Science   09/2024
La Trobe University - Melbourne, VIC

Bachelors: Information Technology   03/2021
Sree Vidyanikethan Engineering College - Tirupati, India

Projects

End-to-End ServiceNow Implementation
- Successfully led the implementation of ITSM and CMDB modules for a global client, improving service delivery and asset management.

HRSD Module Deployment
- Deployed the HRSD module for a client, creating workflows to streamline onboarding and employee service processes.
- Integrated HR tools with ServiceNow, enhancing data accuracy and reducing manual efforts.

Project: Web Design and Ticketing for 48in48 Global Event
- **Description:** Volunteered for the 48in48 global event, a weekend initiative focused on building websites for nonprofits worldwide to amplify their community impact.
- **Key Contributions:**Designed and developed web pages for participating nonprofit organizations.
  Assisted in managing ticketing systems to streamline event registration and participation.
  Collaborated with a global team of volunteers, fostering innovation and cross-cultural teamwork.
- **Impact:** Contributed to creating accessible and professional websites for nonprofits, enhancing their outreach and service delivery.

Certifications & Participations

- ServiceNow X Deloitte Appathon Winner-2024 (Melbourne)
- SERVICENOW : Certified System Administrator(CSA) -2021
- SERVICENOW : Certified Application Developer(CAD) -2021
- SERVICENOW : CIS - ITSM -2024
- SERVICENOW : CIS - HRSD -2025
- SERVICENOW : CIS - CSM -2025
- MICROSOFT : Azure Fundamentals -2021
- STANFORD ONLINE: Machine Learning-2020
- 2024 Global Event Volunteer - 48in48
- Regularly attending ServiceNow community events, webinars, and advanced training sessions.
- Exploring advanced certifications in ITOM and Service Portal Development