Vivek Sattanatha K

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Summary

- **13+ years of** ServiceNow experience in **IT Operations management, IT Service management, Security Operations, Vulnerability Management, Integrated Risk Management, Integrations and Application Development.**
- Implemented **ServiceNow Discovery, CMDB and CSDM** for various clients.
- Worked in Business Service mapping tools like **ServiceMapping.**
- Worked with **ServiceNow UI Builder** to build custom components tailored to specific business needs.
- Implemented **Security Operations** module using **Splunk** Integration
- Implemented **Qualys Integration** for **Vulnerability Management**
- Implemented **Integrated Risk Management (IRM)** for Application Services risk and Obsolescence risk
- Developed a **custom workspace for Enterprise Architects** to support their daily activities and provide quick access to relevant tools and data.
- Strategic **ServiceNow Specialist** with extensive experience in driving organizational value through the design and optimization of **ITIL-aligned service management**
- Worked with **GenAI** on ServiceNow **AIOps** for Alert summarization.
- I've been experimenting with **OpenAI's GPT-4** and Hugging Face's **StarCoder** model for things like alert summaries, incident notes, and a bit of workflow automation outside AIOps.
- I've also been looking into how **AI agents** could be used within **ITOM** for things like proactive **anomaly** handling and automated fixes.
- Have worked in multiple **ServiceNow Upgrades** and built upgrade blueprint for some customers.
- Configured and used the **ServiceNow Agent Mobile app** for **incident management** and **catalog item submissions**, enabling seamless ITSM operations on mobile devices.
- Excellent knowledge and working experience in various ServiceNow integrations using **Web services**, **MID Servers, Data Sources, LDAP Servers and import sets.**
- AD management through **ServiceNow Orchestration.**
- Implemented **Service Graph connectors for SCCM and Intune**. Also worked with **Robust Transformation** Engine
- Have experience in **Employee center** migration and **Service portal** widgets customization.
- Worked with the **ServiceNow Software Asset Management (SAM) module** to manage and optimize software assets
- Managed the full lifecycle of **ServiceNow licensing**, conducting regular audits to optimize seat allocation and reduce annual spend.
- Handled Normalization and Discovery Data to ensure precise software inventory and recognition
- Have a good experience and understanding in **IntegrationHub ETL**
- New employee **AD account creation/modification and password reset.**
- Orchestrated ServiceNow with **VMware for cloud provisioning**.
- Integrated ServiceNow with **SCCM** for **Software asset management.**
- Integrated **SolarWinds** with ServiceNow **Event management** module for automatic Incident creation.
- Integrated & Orchestrated ServiceNow with multiple cloud applications like **Azure, AWS and Office365.**
- Created custom **Workflow activities and Objects** for Orchestration activities.
- Created **Business Rules, Client scripts, UI Policies** and **UI Actions** to customize the ServiceNow instance as per Business needs.
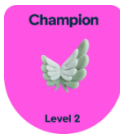
- Created **Reports, Workflows, data imports for Incident, Problem, Service Request, and Change** Service Now modules.
- Created **Probes and Sensors** for the CI's which weren't discovered by Discovery Modules.
- Maintained Business services and configuration item relationships in ServiceNow to maintain healthy CMDB.
- Have a good Understanding of **networking**/ distributed computing environment concepts, understanding of principles of routing, client/ server programming, and the understanding of consistent network-wide enterprise-class subsystems.
- Served as a liaison among development teams, and the business, including **functioning as a subject matter expert (SME)**.
- Demonstrated a high level of technical and professional skill or knowledge in ServiceNow modules.
- Actively researching on the Internet of things (**IOT**) projects as a hobby.

Certifications and Achievements

- ServiceNow **Certified Technical Architect (CTA)**
- ServiceNow **Community Rising Star** 2022,2023,2024
- ServiceNow **Community Mega Sage**
- ServiceNow Certified Implementation Specialist – **Security Incident Response**
- ServiceNow Certified Implementation Specialist – **Vulnerability Response**
- ServiceNow Certified Implementation Specialist – **Discovery**
- ServiceNow Certified Implementation Specialist – **Event management**
- ServiceNow Certified Implementation Specialist – **Service Mapping**
- ServiceNow Certified Implementation Specialist – **IT Service management**
- Certified Implementation Specialist **– Software Asset Management**
- One of the ServiceNow IT Operations Management **Community Leader**
- ServiceNow acclaimed **IT Operations Management Expert**
- ServiceNow Certified **System Administrator**
- ServiceNow Certified **Application Developer**

Technical Skills

Specialties	ServiceNow (From Eureka version.), Discovery, CMDB, ServiceMapping, ServiceWatch, Orchestration, Event management, Asset management, Internet of Things, Microcontrollers
Languages:	C, C++, C#
Scripting Languages	Java Script, Windows/Linux Shell Script, PowerShell, VBScript
Database	Oracle 10g/9i, MS Access, MSSQL Server 2008 R2/2012, MySQL, CMDB
Tools	ServiceNow, Git, Ansible, vRO, vRA, SCCM, SolarWinds, VMware vCenter, CA ITCM, HP Site Scope, SSIS, MSBI, SharePoint
Web Technologies	Apache, Tomcat, JBoss, IIS
Operating System	Unix, Linux, and Windows

Infrastructure	Datacenters, Dockers, Kubernetes, Web/APP Servers, Clusters, Routers, Switches, Firewalls, Storages, Load balancer, Databases, ESX, Azure, AD Concepts, LDAP, Exchange, O365, AWS Business Applications

PROFESSIONAL EXPERIENCE

Client: Mercedes Benz Group AG   **June 2023 - Present**

Title: ServiceNow Solution Architect

Responsibilities:

- Delivered end-to-end implementations in **CMDB & Discovery, Vulnerability Response, Security Operations (SecOps), IRM and Event Management**.
- Maintained CMDB Data in align with **CSDM V4.0.**
- Integrated **Qualys** with ServiceNow to import **vulnerable items**; developed **CI matching rules** to link vulnerabilities with configuration items accurately.
- Designed assignment logic for **Vulnerable Item remediation tasks**, dynamically routing them based on **Service Offerings** for efficient resolution.
- I have implemented **ServiceNow IRM** by defining core entities, entity types, and their relationships across the risk framework.
- I configured **Application Service Risks**, including risk statements, controls, indicators, and issue workflows.
- I also set up **Attestations** with automated schedules, evidence collection, and reporting dashboards for continuous compliance.
- Worked with **generative AI** in ServiceNow **AIOps**, using the **Now LLM** to help speed up alert remediation and improve overall efficiency
- Replaced GlideRecord-based scripts with the **ServiceNow IRE engine** to improve CMDB data integrity and reconciliation processes.
- Implemented **certificate discovery and provisioning**, automating key aspects of certificate lifecycle management.
- Standardized the selection of **CI, Service Offering, and Application Service** across Incident, Change, and Problem tasks using CSDM relationships.
- Built **Splunk** integration to ingest and manage security incidents in **ServiceNow SecOps**, enhancing **threat response** capabilities.
- Developed custom **ServiceNow APIs** for system integrations and implemented complex form views to meet advanced UI requirements.
- Automated **CMDB de-duplication** processes and consistently resolved incidents through thorough root cause analysis.
- Recognized for strong independence, technical depth, and knowledge-sharing; assignment concluded due to budget constraints, not performance.
- Led the migration from legacy Service Portal to **ServiceNow Employee Center**, consolidating HR, IT, and Facilities into a unified multi-departmental taxonomy
- Orchestrated a **CMDB "Health Check"** initiative for improving data accuracy. Developed a roadmap for **ITSM maturity**, transitioning the organization from reactive firefighting to proactive service delivery.
- Created new dashboards using **ServiceNow's Data Visualization module**, including enhancements to the **Technical Editor Dashboard** with custom visual components.

Client: MunichRe   **Jan 2022 – June 2023**

Title: ServiceNow Architect
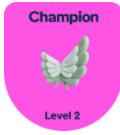
Responsibilities:

- Maintained ServiceNow discovery module by adding custom Discovery and Service mapping patterns.
- Implemented **Business continuity management (BCM) and** maintained **IRM (Integrated Risk management)** process within ServiceNow.
- Implemented ServiceNow to **LeanIX** Integration
- Implementing **CSDM** Life cycle management process
- Implemented solution to solve CI duplication automatically.
- Implemented **Application service mapping.**
- Worked on **ServiceNow App Engine and Workspace** to support Enterprise Architects in managing their day-to-day activities.
- Used **ServiceNow UI Builder** to develop a custom component for **Business Application records**, displaying their full application lifecycle.
- Integrated **Qualys** to bring **Vulnerable items** and matched the vulnerable items to existing configuration items.

Client: ThyssenKrupp AG	Aug 2021 – Dec 2021

Title: ServiceNow Architect

Responsibilities:

- Implemented **Discovery solution** for their datacenter across the world. Discovered 4000+ devices using ServiceNow Discovery
- Implemented **Cloud Discovery** and discovered their cloud resources from **Azure**.
- Implemented **Intune integration** using **Service Graph** connectors.
- Implemented **SDWAN** Integration
- Implemented **Application service mapping** using **Tag based** Mapping as well as Service Mapping modules.
- Provided the road map to use **CSDM**

Client: JPMorgan Chase	November 2020 – June 2021

Title: ServiceNow ITSM Architect

Responsibilities:

- Implemented Notify solution with on-call scheduling to support JPMorgan's Incident management process.
- Configured Twilio driver for enabling call and SMS functionalities for the people who are in Rota.
- Enabled Interested party notifications using Twilio Spokes which sends SMS and email to interested parties
- Built custom on-call workflow to fulfil the JPMorgan needs like sending SMS directly from an event, On-demand Paging.
- Designed and implemented custom **Service Portal widgets** using Angular.js, HTML, and CSS to enhance the user interface of **Major incident management** process.

Client: Daimler AG	February 2018 – November 2020

Title: ServiceNow Platform Architect

Responsibilities:

- Made ServiceNow platform as their **Future Mode of Operations** for the whole Daimler Companies as their **one platform** strategy.

- One of the lead platform architects and building ServiceNow platform for Daimler AG from scratch.
- Sole responsible for ITOM Modules of ServiceNow and built CMDB from scratch.
- Built **CMDB data model** for their European data center which will be used widely across the Daimler Data center for the upcoming the years
- Architecting **Event management platform** for the new data center with various Monitoring tool including pull and push architecture of collecting events
- Implementation of **Vendor Integration Application** in ServiceNow to allow Enterprise level Integration architecture between ServiceNow and other third party systems
- Designing **Managed Multi-Cloud platform** using Servicenow **Cloud management** solution for different cloud providers like Aws, Azure, Openstack, etc.Also incorporated the cloud CI's to the CMDB data model
- Migrated from Daimler's local cloud provider instance to ServiceNow cloud.
- Designed **Discovery and CMDB Implementation blueprint** for Daimler and started discovering the CIs from their new Datacenter.
- Built many **Interfaces** with Daimler Tools like Remedy, CorpDir, PlanningIT.
- Actively participating in **ITSM Architecture** as part of CMDB Designing for Daimler's FMO.
- Contributed **Service Portfolio management (SPM)** as part of CMDB owner since CI's are the backbone for many ServiceNow modules.
- Designed **ServiceNow Upgrade Blueprint** for Daimler and executed three upgrades.
- Configured the out-of-the-box **ServiceNow Agent Mobile app** to handle daily ITSM activities like incident management and catalog request submissions.
- Actively reviewing and designing solutions for different Daimler portfolio teams and giving them architecture suggestion or CMDB advice whenever it is in need.
- Worked with the **ServiceNow Software Asset Management (SAM) module** to manage and optimize software assets across the organization.
- Configured and managed **Microsoft, Oracle, and IBM publisher packs** within SAM for accurate license tracking, compliance reporting, and optimization.
- Handled **Normalization and Discovery Data** to ensure precise software inventory and recognition.
- Made a design partnership with ServiceNow for building Service Mapping patterns for **PCF, OpenStack, Terraform Connectors, Cloud insights.**
- Acted also as **ServiceNow commercial relationship** management, ensuring all platform expansions aligned with budgetary constraints and architectural standards
- Standardized **Incident, Problem, and Change Management** processes in strict accordance with **ITIL best practices**, ensuring a seamless user experience and reduced Mean Time to Resolution (MTTR)


Client: The Carlyle Group   **March 2017 – January 2018**

Title: CMDB Architect

Responsibilities:

- Involved in building **CMDB, Discovery, and ServiceMapping.**
- Built complete Onboarding and off boarding process of Employees and Consultants.
- Built fully **customized Orchestration** workflow for all **Active Directory, Exchange, Skype and O365** activities during Onboarding and off boarding process.
- Integrated **Salesforce with ServiceNow** using SOAP Web Service for automatic disabling account of Salesforce accounts from ServiceNow.
- **Integrated SCCM** with ServiceNow to Discover End user computers and incorporated them into CMDB.
- Built **Client Software Distribution** in ServiceNow using SCCM integration for automatic software distribution to End user machines.
- Created custom Probes and Sensors to discover non-discovered devices into CMDB and created custom fields for IT security team.
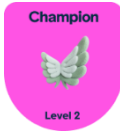
- Involved in end-to-end development activities to build Change management, Incident Management and Service Catalogs.
- Involved in requirement gathering and managed a team offshore.
- Built end users **Self- Service Portal** for smooth self-service and fulfillment process.

Client: SITA Airlines	October 2016 – March 2017

Title: ServiceNow Architect

Responsibilities:

- Involved in the complete **end-to-end cycle** of ServiceNow **CMDB, Discovery, and Asset management** from the scratch for **three** Datacenters.
- Configured **MID Servers** and ServiceNow setup for Discovery and CMDB.
- Identified IP ranges and created Discovery schedules across the DC's.
- Investigated and resolved **unclassified** devices (typically closed ports) and discovered them into CMDB.
- Figured out the devices, which were having Credential/Authentication/Permission issues.
- Configured/Created CMDB Metrics dashboard for **Duplicate CI's, Mandatory fields, CI Aging** reports.
- Updated existing ServiceNow **discovery probes/sensors** and develop new discovery probes/sensors to extend discovery to capture and store additional configuration details/new in CMDB.
- Created custom **CI Identifier** rules to reduce creating Duplicate CI's in CMDB.
- Created custom **CI Classifiers** for devices not supported OOB.
- Reconciled CMDB data with different sources of data.
- **Normalized** Discovered **Models and Manufactures** according to existing SITA Asset Models.
- **Automatic relationship** between Business Applications and Servers by creating new sensor which is a key for SITA CMDB data model**.**
- Created simplified Asset models with PO record, Model depreciation and automatic asset creation of much hardware.
- Integrating ServiceNow with BigFix software deployment tool for **Software Asset Management.**
- Consulted and advised customers about structure of CMDB data and best practices.

| Client: MSC Industrial Direct	August 2016 – September 2016

Title: ServiceNow Developer

- Implemented Orchestration based **Password reset module**.
- Installed and configured MID Server to connect AD Domain manager.
- Implemented custom Password reset application for IBM based AS400 servers.
- Created custom workflow activities for SSH key-based password reset on AS400 servers.
- Orchestrated Active directory account extension from ServiceNow.
- Performed unit test after development.

Client: Synovus Bank	February 2016 – July 2016

Title: ServiceNow Developer

- Implemented ServiceNow Discovery, CMDB and ServiceMapping successfully from scratch.
- Configured **MID Servers** and ServiceNow setup for Discovery and CMDB.
- Investigated and resolved **unclassified** devices in CMDB.
- Figured out the devices, which were having Credential/Authentication/Permission issues.
- Updated existing ServiceNow **discovery probes/sensors** and develop new discovery.
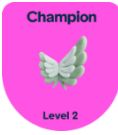
- Mapped most of customers Business applications with **ServiceMapping** module.
- **Reconciled** all of their CIs with other data sources and made CMDB useful to everyone.
- Reduced most of the **Duplicate CI's** in CMDB by creating new Identification rule.
- Discovery errors fixed   Lot of Non discovered items like Fireeye, Fidelis, Forum sentry devices are auto discovering now with custom probes and sensors**.**

| Client: MindTree | February 2016 – January 2018 |

Title: CMDB Architect

- Involved in multiple ServiceNow IT operations module **proposals and RFP's**.
- Acted as a **Technical consultant/SME** in multiple CMDB, Discovery, and Orchestration proposals that Mindtree given to various clients.
- Acted as a key reason to win multiple ServiceNow IT operations module projects especially in CMDB and Discovery.
- Head of IMTS ServiceNow lab and practiced multiple ServiceNow IT operations modules.
- Created Discovery infrastructure with one vCenter, 3 windows server, 2 ESX, 1 Network Switch and Storage. With the same infrastructure gave ServiceNow discovery module demo to various clients
- Gave Discovery and CMDB **training** to multiple COE members with the advantage of IMTS lab.
- Demoed **ServiceMapping** module as POC to US based client.
- Installed **SolarWinds** in lab and integrated the same with **ServiceNow Event management module** for automatic incident/Problem creation based upon the SolarWinds events and alerts.
- Integrated ServiceNow with multiple cloud applications like **Azure, AWS, and Office365.**

| Client: General Electric | January 2013 - February 2016 |

Title: ServiceNow Consultant

- Identified differences between worldwide business machines reporting in ServiceNow CMDB and discovery tool.
- Facilitated the resolution of the differences between the machines reporting in the asset management tool and discovery tool.
- Facilitated resolution of differences between various business machines in the organization.
- Acted as third tier escalation point on client issues and performed research to resolve them.
- Assisted in implementation and administration of processes and systems.
- Used to support ServiceNow Incident, Change, Requests for all ITAM related activities.
  To ensure that all Business approved Software and Applications are available to end users at their ease and to reduce dependency on Local IT for distribution and Installation, Software Catalog Project was carried out.
- This was a new feature that was explored in CA DSM Agent and was implemented for Specific Vertical users as Pilot Project which later on accepted so widely that almost all verticals were looking to implement it

| Client: Spectrum Embedded Solutions | September 2011 – January 2013 |

Title: R & D Engineer

- Design and implement software of embedded devices and systems from requirements to production and commercial deployment.
- Design, develop, code, test, and debug system software.
- Review code and design
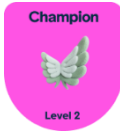
- Integrate and validate new product designs.
- Support software QA and optimise I/O performance.
- Provide postproduction support.
- Interface with hardware design and development
- Assess third party and open-source software.

PERSONAL DETAILS:

Date of Birth	:	25-05-1989.
Sex	:	Male.
Marital Status	:	Married.
Father's Name	:	Kailasa Sundaram
Languages	:	English, Tamil, Hindi.
Domicile	:	Harlow, Essex.
Nationality	:	Indian.
LinkedIn Profile	:	https://www.linkedin.com/in/viveksattanatha/