Sai Vishal Akula

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Summary

Certified ServiceNow Developer/Administrator with over 7 years of experience in implementing and managing ServiceNow solutions across ITSM, ITOM and HRSD modules. Skilled in Glide scripting, Service Portal customization, integrations (REST, SOAP), and workflow automation. Proven ability to deliver scalable solutions, optimize business processes, and collaborate across teams to meet enterprise goals. Strong experience working in Agile environments with a focus on continuous improvement and customer satisfaction.

Education

VNR Vignana Jyothi Institute of Engineering and Technology	**Hyderabad, India**
Bachelor of Technology in Electronics and Instrumentation, CGPA − 8.1	*2014–2018*

Certifications

- ServiceNow Certified System Administrator
- ServiceNow Certified Implementation Specialist HRSD
- Micro-Certification - Performance Analytics
- Micro-Certification - Service Portal

Experience

Globant	**Hyderabad, India**
Senior ServiceNow Developer	*Jul 2024 − Present*

- Worked on automation solution to bring content from IBM WebSphere to ServiceNow in the form of knowledge articles and content publishing items.
- Enhanced Service Portal widgets and AI Search capabilities for improved user experience.
- Designed and developed complex Service Portal pages and widgets, enhancing user experience.
- Integrated ServiceNow with external systems (e.g., IBM WebSphere, Workday, third-party APIs) using REST and SOAP, ensuring data consistency and security compliance.
- Mentored junior developers and participated in code reviews to maintain coding standards and best practices.

InterContinental Exchange (ICE)	**Hyderabad, India**
ServiceNow Developer	*Apr 2023 − Jul 2024*

- Developed high-quality, clean, scalable, and reusable code by enforcing best practices around software engineering architecture and processes, including code reviews and unit testing.
- Collaborated daily with an energetic team of developers, product managers, and quality engineers using agile software development methodology.
- Developed a procurement request application to streamline processes across legal, procurement, and vendor management teams using ServiceNow, Flow Designer, Order Guide, and Service Portal.
- Created a centralized system for recording and managing POCs, enhancing user experience by customizing the Service Portal.
- Worked on enhancements to the HRSD Application, focusing on ACLs, COE Security, and ESC Portal requirements.

Finastra   **Bangalore, India**
ServiceNow Developer   *Jun 2021 – Mar 2023*

- Designed and developed Service Portals and Integrated ServiceNow with third-party tools such as JIRA, BMC Remedy, and Outlook.
- Enhanced the HRSD Application, integrated with Workday using SOAP, and developed document generation for payroll certificates.
- Worked with ServiceNow components such as Business Rules, Client Scripts, UI Policies and Actions, UI Pages and Macros, Client and Server-side Scripting.

CGI   **Hyderabad, India**
ServiceNow Developer   *Aug 2020 – Jun 2021*

- Integrated ServiceNow with Remedy for bi-directional request updates using Flow Designer.
- Developed custom ServiceNow applications and modules, automating workflows and streamlining IT service management processes.
- Migrated a mill site application from Lotus Notes to ServiceNow, designing and developing widgets for the Mill Site Portal.

INRY   **Hyderabad, India**
ServiceNow Developer   *Jun 2018 – Jul 2020*

- Developed and implemented custom ServiceNow solutions for various clients.
- Enhanced ServiceNow applications through custom scripts and configurations.
- Created reports and dashboards using ServiceNow's Performance Analytics for CH Robinson.
- Collaborated with Business Analyst's, Clients and UX designers to deliver delightful experiences.
- Designed and implemented a purchasing application for Wynn Resorts on ServiceNow, managing development, testing, and production support resources.
- Implemented ServiceNow's HR capabilities for Kwik Trip, including HR Service Delivery, Employee Service Center, and HR Chat functionality.
- Implemented a Service Portal for Regis Salon to improve performance and user experience.

Skills

ServiceNow Modules: ITSM, HRSD, ITOM, Knowledge Management, Service Portal, Flow Designer, IntegrationHub, Performance Analytics

Scripting: GlideRecord, GlideAjax, GlideAggregate, Business Rules, Script Includes

Integrations: REST, SOAP, MID Server

Web Development: HTML, CSS, JavaScript, AngularJS, Bootstrap, jQuery

Frameworks: AngularJS, Bootstrap, React, Node.js

Soft Skills: Problem-solving, Communication, Collaboration, Requirements Gathering

Projects

WebSphere Content Automation: Implemented an automation to bring IBM WebSphere content into ServiceNow as knowledge articles, enhancing content management efficiency.

Service Portal Modernization: Enhanced Service Portal widgets and integrated AI Search, boosting user experience and adoption.

Procurement Platform: Built a procurement request app streamlining cross-department workflows

Interests

Professional: AI, Cloud Technologies

Personal: Reading, Travelling