

ServiceNow Solution Architect

Professional Summary

- ServiceNow Solution Architect with 13+ years of IT experience, including 11+ years in ServiceNow development and administration.
- Strong experience across ITSM, ITOM, SPM/ITBM, CSM, HRSD, ATF, scoped applications, custom apps, mobile apps and integrations.
- Hands-on exposure to Generative AI, Predictive Intelligence, Virtual Agents, Integration Hub and third-party integrations with Jira, Salesforce, Slack and SFTP.
- Experienced in solution design, stakeholder management, code review, QA/UAT, production deployment, reporting and platform best practices.

Core Skills

Area	Capabilities
ServiceNow Modules	ITSM, ITOM, HRSD, CSM, SPM/ITBM, CMDB, Discovery, HAM, SAM, Service Catalog, SLM
AI & Automation	Generative AI, Predictive Intelligence, Virtual Agents, Flow Designer Actions and intelligent content generation
Development	Business Rules, ACLs, Script Includes, UI Actions, Client Scripts, UI Policies, Data Policies, Custom Apps
Integrations	Integration Hub, REST/SFTP, Jira, Salesforce, Slack, Adobe Sign and external system integrations
Mobile & Platform	Now Mobile, Agent Mobile, scoped app mobile build, barcode scanning, ATF, update sets, clone and upgrades

Professional Experience

Client / Organization	Role	Duration	Key Contribution
Eli Lilly	ServiceNow Solution Architect / Product Owner	Nov 2020 - Current	Led SPM, CSM and integrations; owned requirements, design documents, ATF, code review, releases and business reporting.
Eli Lilly	ServiceNow Solution Architect / Tech Lead	Nov 2020 - Current	Implemented HRSD from scratch with 16 HR services and Adobe Sign integration; managed design, QA, UAT and production promotion.
Eli Lilly	Senior Staff Engineer	Nov 2020 - Current	Implemented CMDB from scratch, integrated multiple tools for asset data, established CI relationships and built asset-tag scanning mobile app.
Eli Lilly	Senior Associate Manager / Integration Specialist	Nov 2020 - Current	Handled integration design and delivery across the environment, coordinating with business partners, vendors and delivery teams.
LTI	Senior Developer	Jan 2019 - Nov 2020	Built ServiceNow Agent Mobile App from scratch with ticket submission, approvals, directory, chat, document upload and asset verification features.
LTI	Senior Developer - CSM	Jan 2019 - Nov 2020	Implemented Customer Service Management and knowledge base, handled enhancements, defects, production issues and customer-facing requirements.
Hexaware	Senior System Analyst	May 2017 - Dec 2018	Implemented Time Card, Finance, Cost Management, Demand Management and Project Portfolio Management with reporting and code reviews.
Capgemini	Senior Analyst	Dec 2015 - May 2017	Implemented Discovery from scratch across six datacentres, MID Server setup, CMDB accuracy, HAM/SAM and SFTP-based incident/request integration.
Data Solution Provider	Senior Software Engineer / Acting Lead	May 2013 - Nov 2015	Led Asset Management System enhancements, modules, testing, deployment, production support and Java/J2EE application delivery.

Certifications & Training

- ServiceNow micro-certifications: ITSM, Discovery and HRSD
- Data Solution Provider Certified Senior Software Engineer in Java/J2EE

Education

B.Tech in Information Technology