

# Akash Kondimoena

## ServiceNow Developer

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### SUMMARY:

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**ServiceNow Certified System Administrator (CSA)** and **Certified Application Developer (CAD)** with 4+ years on hands-on experience supporting and enhancing ITSM processes in enterprise environments. Strong practical expertise in Incident, Problem, Change, Request, Release, and Knowledge Management aligned with ITIL best practices. Experienced in **configuring workflows, SLAs, approvals, notifications, and automations using Flow Designer, Business Rules, Client Scripts, and UI Policies** to improve service efficiency and platform stability. Proven ability to provide ITSM production support, reporting, and continuous process improvements while **collaborating effectively with service desk, operations, and business stakeholders**.

### TECHNICAL SKILLS:

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**ServiceNow ITSM Modules:** Incident Management, Problem Management, Change Management, Request Fulfillment, Release Management, Knowledge Management, Service Catalog, SLA & OLA Management

**ServiceNow Development & Configuration:** Business Rules, Client Scripts, UI Policies, UI Actions, Script Includes, Flow Designer, Workflow Editor, Notifications, Email Templates, Form Configuration

**Process & Governance:** ITIL-aligned process implementation, Change Models (Standard, Normal, Emergency), Approval Workflows, CAB Support, Priority Models, Assignment Rules

**Automation & Orchestration:** Workflow automation, Flow Designer actions, Task orchestration, Event-driven notifications, Approval and escalation automation

**Reporting & Monitoring:** Operational dashboards, ITSM reports, SLA tracking, Incident trend analysis, Backlog monitoring, Change success reporting

**Security & Access Control:** Role-Based Access Control (RBAC), ACL configuration, User & Group Management, Data access controls

**Platform Support & Maintenance:** ITSM production support, Issue troubleshooting, Regression testing, Patch validation, Platform upgrades, Documentation & knowledge articles

**Collaboration & Tools:** Service desk collaboration, Stakeholder communication, Cross-functional coordination, Process documentation

### PROFESSIONAL EXPERIENCE:

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#### ServiceNow Developer

Sep 2024 – Present

Meijer, Chicago, USA

- Support and enhance **ServiceNow ITSM modules** including Incident, Problem, Change, Request, Release, and Knowledge Management in an enterprise environment.
- Configure and optimize **Incident and Problem Management workflows**, assignment rules, priorities, and escalations to improve resolution efficiency.
- Implement and maintain **Change Management processes**, supporting Standard, Normal, and Emergency changes, approvals, CAB activities, and change calendars.
- Build and enhance **Request Fulfillment workflows**, including service requests, approvals, fulfillment tasks, and notifications.
- Configure and manage **SLAs, escalation rules, and breach alerts** to ensure compliance with service targets.
- Develop **Business Rules, Client Scripts, UI Policies, and Flow Designer automations** to reduce manual effort and improve process consistency.
- Create **ITSM reports and dashboards** to monitor incident trends, backlog, SLA performance, and change success rates.
- Provide **ITSM production support**, troubleshooting workflow issues, SLA failures, and platform defects while collaborating with service desk and business teams.

## ServiceNow Developer

Sep 2020 – Dec 2023

EnterPi Software Solutions Private Limited, Hyderabad, India

- Supported implementation and day-to-day administration of **ServiceNow ITSM modules** including Incident, Problem, Change, Request, Release, and Knowledge Management.
- Assisted in configuring **Incident Management workflows**, assignment rules, priority models, and escalation policies to support service desk operations.
- Maintained **Problem Management records**, including known errors and incident–problem relationships for effective root cause tracking.
- Contributed to **Change Management processes** by configuring change requests, approval workflows, and standard change models.
- Built and supported **Request Fulfillment workflows**, including service requests, approvals, and fulfillment tasks.
- Assisted with **SLA configuration and monitoring**, identifying and supporting resolution of SLA breaches.
- Developed and maintained **Business Rules, Client Scripts, and UI Policies** to support ITSM process automation.
- Provided **ITSM production support**, troubleshooting issues related to workflows, notifications, forms, and SLAs.
- Assisted with **ServiceNow platform upgrades and patching**, supporting validation and stability efforts.

## EDUCATION:

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### Masters of Business Administration

Jan 2024 to May 2025

Lewis University, Romeoville, IL.

## CERTIFICATIONS:

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**SERVICENOW** Certified System Administrator

**SERVICENOW** Certified Application Developer