



LATHISH KUMAR MADANA



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PROFESSIONAL SUMMARY

Skilled **ServiceNow Developer** with around **3 years** of experience specializing in **ITSM, ITOM** modules, along with extensive expertise in mid-server integrations, REST API development, and custom workflow design. Proven track record in optimizing incident management, change management, and service catalog processes to enhance operational efficiency and ensure compliance in healthcare and life sciences sectors. Adept at developing custom reports, designing user-friendly service portals, and providing user training to facilitate smooth adoption. Expertise in leveraging ServiceNow tools to streamline processes, improve service delivery, and support data-driven decision-making in dynamic business environments.

SKILLS

- ServiceNow ITSM
- ServiceNow CSM
- ServiceNow HRSD
- ServiceNow REST APIs
- Incident Management
- Change Management
- Service Catalog Management
- Workflow Design
- Mid-Server Integrations
- Data Migration
- API Development
- Custom Reports Development
- User Training and Support
- ServiceNow Portals
- Business Process Optimization

WORK HISTORY

March 2023 - Current

Tata Consultancy Services (TCS) - ServiceNow Developer

- **ITSM Process Configuration:** Configured ITSM processes to comply with industry standards, enhancing operational efficiency and ensuring regulatory compliance in healthcare and life sciences domains.
- **Workflow Customization:** Customized and optimized incident management, change management, and service catalog workflows, improving service efficiency and ensuring process compliance across multiple environments.
- **Custom Report Development:** Designed and developed custom reports and interactive visualizations, effectively tracking data loads and supporting data-driven decision-making processes for improved service management.
- **ServiceNow Module Expertise:** Gained comprehensive knowledge of ServiceNow ITSM, CSM, HRSD, and Event Management modules, driving improvements in service delivery and ensuring seamless integration with service management processes.

- Compliance Management
 - Agile Methodologies
 - System Integration
 - Problem-Solving
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LANGUAGES

Telugu
English
Hindi

- REST API Development: Developed and deployed ServiceNow REST APIs for seamless data migration and integration between instances, leveraging REST methods to streamline data transfer processes.
 - Incident Management Integration: Implemented ServiceNow notifications within the incident management modules, optimizing incident resolution workflows and enhancing system efficiency.
 - User Training & Support: Delivered comprehensive user training sessions to clients on new ServiceNow features and functionality, ensuring successful adoption and user satisfaction.
 - Cross-Functional Collaboration: Collaborated effectively with cross-functional teams to ensure that ITSM tools met operational requirements and aligned with overall business goals.
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EDUCATION

Bachelor of Technology, Electronics And Communications Engineering (ECE)

Jawaharlal Nehru Technological University, Anantapur
February 2023

ACCOMPLISHMENTS

- Achieved the Star of the Quarter award by completing the highest story points with accuracy and efficiency.
 - Recognized as Star of the Month for outstanding performance in driving ServiceNow integrations and customizations.
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CERTIFICATIONS

- Certified Application Developer
 - IT Service Management
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PROJECT

Project: Panasonic – ServiceNow to ServiceNow Integration (REST API)

Role: ServiceNow Developer / Integration Engineer

- Designed and implemented a uni-directional integration between two ServiceNow instances to synchronize Incident and CMDB records using REST APIs.
- Developed custom Scripted REST APIs and REST Messages with secure authentication, robust error handling, and data validation mechanisms.
- Automated data synchronization using Business Rules and Scheduled Jobs, achieving near real-time updates across systems.
- Configured field mappings, transformation logic, and status synchronization to ensure data consistency and eliminate duplication.
- Utilized Integration Logs and ECC Queue for effective monitoring, debugging, and logging of integration activities.
- Enhanced incident resolution efficiency and CMDB data accuracy by enabling seamless inter-instance communication.

Project: Mizuho Bank – ITSM Modules: Incident & Change Management

Role: ServiceNow Developer / ITSM Consultant

- Led end-to-end configuration and customization of Incident Management and Change Management modules aligned with ITIL v4 standards.
- Designed and implemented automated workflows using Flow Designer and Workflow Editor for: CAB approvals and Change Request routing based on change types (Standard, Normal, Emergency). Incident automation including assignment rules, priority matrix logic, and auto-resolution scripting.
- Developed and managed key platform components: Business Rules, Script Includes, Client Scripts, UI Actions, and Data Policies to enforce validations and business logic.
- Integrated Change Requests with CMDB and mapped impacted Configuration Items (CIs) for improved change impact analysis.
- Built dynamic Email Notifications, Approval Flows, and Service Level Agreements (SLAs) to enhance real-time tracking and ensure compliance.
- Created detailed technical documentation, including workflow designs, script descriptions, and configuration specifications.
- Authored comprehensive test cases for functional, regression, and performance testing; executed Unit Testing, System Testing, and supported User Acceptance Testing (UAT).
- Utilized Update Sets and Scoped Applications for efficient code migration across instances (Dev > Test > Prod).
- Conducted user training sessions and post-go-live support; achieved a 40% reduction in manual ticket handling through automation initiatives.

Dear Hiring Manager,

I am writing to express my interest in the ServiceNow Developer position at your esteemed organization. Around 3 years of hands-on experience in ServiceNow development, including expertise in ITSM, ITOM and mid-server integrations, I am confident in my ability to contribute to your team and help optimize your IT operations.

In my current role at Tata Consultancy Services, I have successfully configured and customized various ServiceNow modules to align with industry standards and meet operational requirements. I have worked extensively on enhancing incident management, change management, and service catalog processes, ensuring regulatory compliance and improving overall service delivery. I have also developed custom reports and interactive visualizations, providing valuable insights that support data-driven decision-making.

Additionally, I have experience in REST API development for data migration and integration, along with designing and implementing custom ServiceNow portals that improve user engagement and experience. My ability to collaborate with cross-functional teams and provide comprehensive user training has ensured smooth adoption of new features and functionalities, contributing to operational efficiency and customer satisfaction.

I am particularly excited about the opportunity to join your team and leverage my skills in ServiceNow customization, workflow optimization, and API development to drive continued success and innovation. I am confident that my technical abilities, combined with my passion for improving IT service management, would make me a valuable asset to your organization.

Thank you for considering my application. I look forward to the possibility of discussing how my experience and skills can contribute to the success of your team. Please feel free to contact me at +91 8087875987 or via email at lathishmadana@gmail.com.

Sincerely,
Lathish Kumar Madana