

VIKAS REDDY PEDDIREDDY GARI

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Personal Profile

ServiceNow Developer with 2.8 years of experience in ITSM, Telecom Service Management (OMT), Flow Designer, Integration Hub, and Service Portal development. Skilled in JavaScript, Glide API, REST/SOAP integrations, and Confluent Kafka integration. ServiceNow Certified System Administrator with expertise in workflow automation, CMDB, and enterprise implementations for Airbus and Cisco.

Skills

ServiceNow Platform	ITSM (Incident, Problem, Change, Service Catalog, Service Portal), CMDB, Telecom OMT, Asset Management.
Admin	User Administration, Roles & Groups, Update Sets, Tables, Forms, Lists, Dictionary, Reports & Dashboards, Debugging.
Development	JavaScript, GlideRecord, GlideAjax, GlideForm, Business Rules, Client Scripts, UI Policies, UI Actions, Script Includes, ACLs, Data Policies.
Automation	Flow Designer, Integration Hub, Workflows, Scheduled Jobs, SLAs, Notifications
Integrations	REST API, SOAP, Confluent Kafka (Source/Sink Connectors), Salesforce OOB Spoke Catalog Items, Record Producers, Order Guides, Catalog UI Policies, Catalog Client Scripts.
Catalog	Product Catalog (Product Offering, Service Spec, Resource Spec, Decomposition Rules).
Methodologies	Agile/Scrum, ITIL Framework

Certifications

ServiceNow Certified System Administrator (CSA)
ServiceNow Flow Designer
ServiceNow Integration Hub
ServiceNow Virtual Agent
ServiceNow Executive Agentic AI
ServiceNow Predictive Intelligence

Work Experience

L&T Technology Services | Bangalore, India
ServiceNow Developer | Dec 2023 – Present

Client: Airbus (Aerospace)

- Configured ITSM modules (Incident, Problem, Change) using Business Rules, Client Scripts UI Policies, UI Pages, and Data Policies, driving process standardization across global teams
- Built and maintained Product Catalog (Product Offering, Service Spec, Resource Spec, Specification Characteristics, Decomposition Rules), enabling structured telecom service definitions
- Designed Flow Designer workflows for Order Capture and Order Fulfillment, reducing order processing time by automating manual steps
- Integrated ServiceNow with Confluent Kafka (Source/Sink Connectors) for real-time event streaming - publishing topics from ServiceNow and consuming messages into ServiceNow tables
- Implemented Salesforce integration using OOB Salesforce Spoke, syncing case and account data between platforms
- Developed REST integrations for data exchange with external systems, improving cross-platform data accuracy
- Created Access Controls (ACLs), Scheduled Jobs, and SLAs aligned with client requirements
- Designed Reports and Dashboards for real-time visibility into ticket metrics and SLA compliance
- Managed Update Sets across DEV/TEST/PROD instances, ensuring clean deployment pipelines
- Created buttons, context menus, and related links using UI Actions for enhanced form navigation

- Built Reference Qualifiers to dynamically filter records based on conditional input
- Wrote Background Scripts and Scheduled Script Executions for data fixes and bulk operations
- Configured Data Sources and Transform Maps for data imports as per client requirements
- Set up Inbound Email Actions and Email Notifications for automated ticket communication

Client: Cisco (IT Services)

- Built Service Catalogs using Record Producers and Order Guides, enabling self-service for IT requests across departments
- Configured Application Modules, Tables, Forms, Dictionary, UI Policies, UI Actions, UI Pages, and Data Policies to support business workflows
- Administered Users, Groups, and Roles, managing access permissions for 500+ users
- Created custom Access Controls (ACLs) for table-level and field-level security
- Automated Email Notifications and Inbound Email Actions for ticket lifecycle communication
- Deployed Update Sets across non-production to production instances with zero downtime
- Provided L2/L3 production support and day-to-day maintenance for IT service operations
- Created buttons, context menus, and related links using UI Actions for form and list customization
- Applied Reference Qualifiers for filtered record selection based on business rules

Education

Vel Tech Rangarajan Dr.Sagunthala R&D Institute of Science and Technology | Chennai, TN
Bachelor of Technology - Mechanical Engineering | CGPA: 8.3 | 2023

Sri Gayatri Junior College | Kurnool, AP
Pre-University Course (MPC) | CGPA: 9.2 | 2019

Sri Sai Vijeatha High School | Tadipatri, AP
Secondary School Certificate (SSC) | CGPA: 9.5 | 2017

Strengths

- Positive Attitude, Self-Motivated, Quick Learner, Problem Solver
- Strong Documentation and Presentation Skills
- Adaptable to Agile and fast-paced environments