

# **REBECA SOBHANAPALLI**

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## **PROFESSIONAL SUMMARY**

Result-driven ServiceNow Consultant with 4 years of hands-on experience in ITSM, HRSD, Now Assist, and Agentic AI. Skilled in designing, developing, and implementing scalable ServiceNow solutions to streamline business processes and enhance operational efficiency. Strong expertise in automation, integrations, and AI-powered workflows with a solid foundation in JavaScript and platform customization. Proven ability to deliver high-quality solutions in fast-paced enterprise environments.

## **PROFESSIONAL EXPERIENCE (4 YEARS)**

Implemented and enhanced ITSM modules including Incident, Problem, Change, Request, and Knowledge Management aligned with ITIL best practices.

Automated ticket routing, SLA-based escalations, and approval workflows using Flow Designer and Business Rules, reducing manual effort by approximately 30%.

Designed and developed HRSD solutions, including Case Management, Employee Self-Service portals, and Knowledge Base.

Built and configured workflows for employee onboarding, offboarding, and lifecycle events, improving HR operational efficiency.

Worked extensively on Now Assist and Agentic AI to enable AI-driven automation and intelligent recommendations.

Configured Predictive Intelligence for auto-categorization and resolution suggestions.

Integrated ServiceNow with external systems using REST and SOAP APIs, including LDAP/Active Directory integrations.

Provided L2/L3 production support, troubleshooting critical issues and ensuring SLA compliance.

Participated in instance cloning and upgrade activities, ensuring system stability and performance.

Developed and customized UI Pages, Catalog Items, Record Producers, and client-side/server-side scripts.

Worked on CMDB configuration and CI relationships to improve data accuracy.

Created insightful reports and dashboards for business stakeholders.

Managed weekly releases and deployment activities using update sets.

### **Experience:**

- Working as a Service Now Developer with **ASICS Technologies from June 2022 to till Date**

### **PROJECTS**

#### **Project #2**

**Client:** Seagate

**Role:** ServiceNow Developer

**Duration:** December 2025 – Till now

#### **Responsibilities:**

- Performed day-to-day administration of **ServiceNow in Development, Test, and Production environments** to maintain **business services and CI relationships**.
- Worked in **Agile/Scrum methodology** with strong understanding of **ITIL V3 processes**.
- Implemented and supported **Incident Management, Change Management, Service Requests, and SLA processes**.
- Customized **ServiceNow applications** based on client requirements.
- Configured **Email Notifications** across various **ITIL modules**.
- Involved in **Design, Development, and Implementation of Service Portal**.
- Worked on **Web Services, SOAP integrations, and Catalog Client Scripting** for complex workflows.
- Strong experience in **JavaScript, Jelly, AJAX, CSS, and HTML** for platform customization.

- Created and managed **Users, Roles, Groups**, and performed data loads using **Import Sets**.
  - Collaborated with **Business Analysts** to design and enhance **Service Catalogs and Request Workflows**.
  - Developed and customized **Workflows** using **JavaScript and AJAX**.
  - Configured **SLAs** for multiple **ITIL processes** based on business requirements.
  - Worked on **Incident, Problem, Change, Knowledge, Asset Management, CMDB, and Reporting**.
  - Configured **MID Server** and integrated **ServiceNow with Active Directory**.
  - Developed integrations using **REST and SOAP Web Services**.
  - Automated processes using **UI Policies, Client Scripts, UI Actions, and Business Rules**.
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## **Project #1**

**Project:** Vodafone Shared Services

**Client:** Vodafone

**Duration:** June 2022 – January 2025

### **Project Overview:**

- Implementation of **ITIL processes** using **ServiceNow platform**.
- Developed **IT Service Management (ITSM) applications** to automate business operations.
- Responsible for **development, enhancements, and support** of implemented processes.

### **Responsibilities:**

- Administered **ServiceNow** including creation of **Users, Groups, Roles, IT Services, Applications, Business Services, Routing Rules, and Blackout Freeze Rules**.
- Developed **custom modules and applications** beyond **out-of-the-box functionality**.
- Gathered and defined **business, system, and component requirements** with stakeholders.

- Customized instance using **Business Rules, Client Scripts, UI Policies, and UI Actions**.
- Designed and developed **Service Catalog items, Record Producers, and complex workflows**.
- Worked on **integrations with third-party applications and external data sources**.
- Managed **user access and security roles** for customized solutions.
- Created **Data Sources, Import Sets, and Transform Maps** for data migration.
- Developed **Scheduled Jobs and automated imports** based on requirements.
- Implemented **REST API integrations** and used **Script Includes**.
- Created scripts to **parse and transform incoming data** into ServiceNow.
- Maintained **CMDB Health Dashboard** focusing on **Completeness, Compliance, and Correctness**.

## **TECHNICAL SKILLS**

Platforms/Tools: ServiceNow (ITSM, HRSD, Now Assist, Agentic AI)

Development: JavaScript, Client Scripts, Business Rules, Script Includes

Workflow Tools: Flow Designer, Workflows

Integration: REST API, SOAP, JSON, XML

Other Skills: CMDB, Access Controls (ACLs), Reports, Dashboards, Agile Methodology

## **CERTIFICATIONS**

Certified Application Developer (ServiceNow)

Certified Implementation Specialist – ITSM

Certified System Administrator (ServiceNow)

## **EDUCATION**

Bachelor Degree (Aditya Degree College) – 2016

Percentage: 60.5%

Intermediate (Sri Satya Sai Junior College)

Percentage: 78%

High School (Bethany Public School)

Percentage: 70%

### **KEY STRENGTHS**

Strong problem-solving and analytical skills

Excellent communication and stakeholder management

Ability to work under pressure and meet deadlines

Quick learner with adaptability to new technologies

Team player with leadership and ownership mindset

### **DECLARATION**

I hereby declare that the above information is true and correct to the best of my knowledge and belief.