

**Avinash Sunku**

+1-8483136716 | as4324@njit.edu

Service Now Developer

LinkedIn: <https://www.linkedin.com/in/avinashsunku>

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A CSA & CAD certified ServiceNow Developer with 3.5 years of experience into ServiceNow Scripting, Development & Implementing ITSM tasks in a multi-tenant environment. Skilled in implementing new functionality using Business Rules, Client Scripts, UI Policies, UI Actions, & Script Includes. Strong engineering professional with a Master's degree software engineering from Vellore Institute of Technology.

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### **Work Experience**

Service Now Developer (Full Time) - Cognizant Technology Solution July 2018 – August 2021

- Worked on implementing end-to-end Service Catalog, Inbound Email configuration, Maintain Catalog Items, Incident Management, Problem Management, Change Management, Release Management, Reporting.
- Quite good Hands-on Experience of ServiceNow development (Java Scripts).
- IT Service Management applications development on Service-Now platform to automate the day -to- day corporate business processes
- Developing and supporting IT Infrastructure services like Incident, Problem and Change.
- Implementation, design and development
- Knowledge on Business Rules, Client Scripts, UI Policies, UI Scripts, UI Actions, Script Includes, Access Control Lists, REST APIs and Soap APIs.

ServiceNow Developer (Full Time) – Wipro Technologies August 2021 – January 2022

- Worked on email notifications, inbound actions, reports, gauges, Homepages and Dashboards.
  - Experience on creation of catalog items, record producers with customer defined requirements involving complexities with the feasibility in tool and providing workarounds.
  - Experience in creation and customization of workflows and custom workflow activities.
  - Working with transform maps, data sources and different transform scripts for data loads and management.
  - Working with schedule jobs, events and triggers to manage business needs and handle background work.
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### **Education**

- M.Tech Integrated Software Engineering (BTech + MTech - 8.45 CGPA) June 2013 - May2018  
Vellore Institute of Technology, Vellore
  - Master's in Data Science (Department in Computer Science) January 2022- Present  
New Jersey Institute of Technology
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### **Certifications**

- Service Now Admin certification (CSA)
  - Service Now Implementation specialist (ITSM)
  - Certified Application Developer (CAD)
  - Service Now Implementation specialist - Event Management
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**Core Skills** - ServiceNow Scripting, ServiceNow Development, REST, ITSM, JavaScript, Incident Management, Service Request Management, Change Request Management, Problem Management, Survey Management & Assessment, Client Script