



# PAVAN KALYAN K

SERVICENOW DEVELOPER

## CONTACT

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## EDUCATION

2018 - 2022

- Bachelor of Technology in Mechanical Engineering
- University College of Engineering Narasaraopet.
- GPA: 7.34/ 10.0

## SKILLS

- Java
- HTML | CSS | Basics of Java Script
- Time Management
- Effective Communication
- Critical Thinking

## CERTIFICATIONS

- ServiceNow CSA certification in Vancouver version.

## LANGUAGES

- English (Professional)
- Telugu (Fluent)

## PROFILE

Dedicated ServiceNow Certified System Administrator (CSA) with a passion for optimizing workflows and enhancing operational efficiency. Proficient in configuring, customizing, and maintaining ServiceNow instances to meet organizational needs. Skilled in implementing IT service management best practices and collaborating cross-functionally to drive business outcomes. Strong problem-solving abilities coupled with a commitment to delivering exceptional service and value to stakeholders.

## WORK EXPERIENCE

TCS - Indore

JUNE 2023 - PRESENT

ServiceNow Developer ( EQUANS Client)

### Key Responsibilities :

- Customized the ServiceNow platform to streamline workflows and meet specific client needs during the implementation process.
- Utilized Agile development methodology, working in 2-week sprints to deliver on user stories.
- Developed client scripts to automate tasks and extend ServiceNow functionality.
- Built automated processes using Flow Designer to enhance efficiency.

QANDA Mathpresso

APRIL 2021 - JULY 2022

| Freelance Customer Service Manager

### Key Responsibilities :

- Communicated with the users through Google Play Store app, in-app inquiries and emails.
- Left comments to user's ratings on Google Play Store and transfer feedbacks to QANDA HQ team.
- Handled user's app-related reports through Zendesk.
- QANDA app related operation directed by QANDA HQ team.