

Venkatakrishnan Ramaswamy

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Summary

Seasoned ServiceNow Solution Architect with 12+ years of experience delivering customer-centric solutions using ServiceNow Customer Workflows. Proven ability to translate business needs into technical solutions, lead teams, and drive digital transformation. Successfully implemented ServiceNow modules (CSM, FSM, CSDM, ITSM, HRSD) that resulted in a significant cost savings across various industries.

Work Experience

Service Delivery Leader (Solution Architect)

July 2022 - Present

Airbus

Bengaluru

- Led a team of 15 ITSM professionals (Business Analysts, Developers, and Operations) as a Solution Architect. Established a robust ServiceNow platform foundation and governance framework.
- Drove pre-sales activities for multiple ServiceNow engagements (CSM, CSDM, SPM, FSM) by developing compelling proposals and delivering impactful solution demonstrations. Successfully managed project scope, timelines, and budgets, consistently achieving on-time and under-budget delivery.
- Successfully implemented customer service management for two case types, encompassing requirements gathering, design, development, testing, and deployment into production, resulting in 25% reduction in average handle time.
- Designed a Proof of Concept using ServiceNow-FSM to optimize internal tracking and management of aircraft manufacturing assets.
- Implemented two ServiceNow Service Portfolio Management solutions, resulting in a 40k USD cost savings / year by automating demand implementation using Automated Scrum tasks and streamlining security access management through demand-driven workflows.
- Successfully implemented the initial phases of CSDM, resulting in a 20% increase in CMDB data accuracy and a streamlined service management process.

Senior Developer

July 2019 – July 2022

Standard Chartered

Bengaluru

- Oversaw a team of 8 developers, conducting thorough requirements analysis for various ServiceNow modules and translating business objectives into technical solutions.
- Designed and developed a data centre access automation application using ServiceNow Studio and UI Builder. Integrated the solution with LenelS2 and BMC Remedy Change Management via REST APIs and Remote Tables/SOAP to streamline provisioning processes.
- Designed and implemented reusable approval and task fulfilment workflows using ServiceNow Flow Designer, optimizing processes across departments and enhancing operational efficiency for multiple catalog items.
- Enhanced SailPoint-ServiceNow integration by developing custom widgets and Service Portal components using HTML, CSS, JavaScript, Node.js, and Bootstrap. Improved user experience and platform functionality through advanced connector customization.
- Configured and customized ServiceNow GRC to align with banking business needs, replacing legacy systems and centralizing data for enhanced governance, risk, and compliance management.
- Developed a specialized Financial Services Operations Management solution on ServiceNow to optimize the management of banking product lifecycles, encompassing planning, execution, and control across the entire value chain.

Senior Associate Consultant

August 2016 – July 2019

BMC Software

Bengaluru

- Drove pre-sales efforts for complex report migrations from SAP BO to BMC Smart Reporting, developing tailored solutions and customer roadmaps to optimize reporting capabilities.
- Architected business automation solutions to streamline ITSM operations, delivering significant efficiency gains and driving digital transformation initiatives.

- Demonstrated expertise in data management and reporting by designing advanced SQL-based reports and integrating HRMS systems to enhance operational efficiency.

Engineer

July 2012 – July 2016

Honeywell

Madurai

- Led the migration of Remedy SRDs to ServiceNow Catalog Items, driving requirements gathering and analysis to develop aligned catalog items while adhering to governance standards.
- Conducted in-depth requirements analysis for ITSM processes, designing solutions across BMC Remedy and ServiceNow platforms to optimize service delivery.
- Customized asset management workflows and forms to streamline asset lifecycle management within the ServiceNow platform.

Project Trainee

July 2011 – May 2012

Honeywell

Madurai

- Developed a custom Asset Marketing application using Remedy ARS and workflow automation to send SMS notifications upon order placement. This early experience fostered skills in application development and workflow orchestration.

Education

Thiagarajar College of Engineering (Anna University)

2012

Bachelor of Engineering – Computer Science

Certifications

- ServiceNow Certified Implementation Specialist – HR Service Delivery, Hardware Asset Management, Software Asset Management, Discovery, Event Management, Field Service Management, Customer Service Management, IT Service Management
- ServiceNow Certified Application Developer
- ServiceNow Certified System Administrator
- Micro-Certifications in Flow Designer, Virtual Agent, Predictive Intelligence, Integration Hub, Performance Analytics, Agile and Test Management Implementation
- ITIL V4 Foundation
- Oracle Certified Java Programmer (OCJP)
- Business English Certificate Vantage

Other Activities and Experiences

Awards & Achievements

- Competent Communicator and Competent Leader – Toastmasters International – May 2020.
- Best Newcomer Award - BMC Software - October 2016.
- Global Bravo – Silver - Honeywell - November 2015.
- Outstanding Achiever Award – Honeywell – December 2014

Skills

ServiceNow Platform expertise, Technical architecture design, Enterprise architecture, Integrations, Technical governance, Roadmap development, ITSM, CMDB, Requirements Gathering and analysis, Consultative skills, Communication, Leadership, Digital transformation, JavaScript, REST, SOAP, SQL, Presales