

DHRUW NATH UPADHYAY

ServiceNow Developer | ITSM · ITAM · ITOM | Platform Automation & Scripting
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PROFESSIONAL SUMMARY

ServiceNow Developer with 2 years of hands-on experience at TCS delivering ITSM, ITAM, and ITOM solutions on enterprise instances. Skilled in GlideRecord, GlideAjax, GlideAggregate, Script Includes, Business Rules, Client Scripts, Flow Designer, and REST/SOAP integrations. CSA Certified (March 2026); pursuing CAD. Open to roles in Noida, Bengaluru, or Kolkata.

TECHNICAL SKILLS

ServiceNow	ITSM, ITAM, ITOM, CMDB, Service Portal, Flow Designer, IntegrationHub, Workflow, ATF
Scripting	GlideRecord, GlideAjax, GlideAggregate, Script Includes, Business Rules, Client Scripts, ACLs
Config & Intg	UI Policies, Notifications, SLAs, Import Sets, Transform Maps, REST/SOAP, Update Sets, MID Server
Languages	JavaScript (ES6+), HTML5, CSS3, SQL, JSON ITIL v4, Agile/Scrum, Git, Jira

PROFESSIONAL EXPERIENCE

ServiceNow Developer – Technical Consultant | Tata Consultancy Services (TCS) | June 2024 – Present | New Delhi

Instance: mcdermottdev | Modules: ITSM · ITAM · ITOM

- Developed GlideRecord-based Business Rules for auto-assignment, SLA breach escalation, and priority recalculation across Incident, Request, and Change Management modules.
- Built centralized Script Includes using GlideAjax and GlideAggregate for reusable server-side logic, cutting redundant code by ~30% across multiple applications.
- Engineered REST API integrations via IntegrationHub spokes and Scripted REST clients to sync asset data between ServiceNow ITAM and third-party CMDB sources.
- Designed multi-stage approval workflows in Flow Designer with dynamic branching, conditional SLA timers, and role-based notifications — reducing approval cycle time by ~40%.
- Configured Import Sets and Transform Maps for bulk CI ingestion into CMDB with deduplication rules and data integrity checks to prevent dirty data propagation.
- Implemented granular ACL rules and role-based security; diagnosed and resolved critical 404 /api/now/v1/cs/ portal defect on mcdermottdev by reactivating Scripted REST APIs.
- Applied Client Scripts and UI Policies for field-level validation, conditional visibility, and mandatory logic — reducing user input errors by ~25%.
- Built dynamic system email notifications; created SLA dashboards used in weekly governance reviews; led ATF regression testing during platform upgrade.

KEY IMPACT

- ~40% faster approval cycle via Flow Designer
- ~25% drop in form errors via Client Script hardening
- ~30% code reuse gain via Script Includes
- 100% ATF regression coverage during platform upgrade
- Critical portal API defect resolved — zero data loss
- SLA dashboards adopted by weekly governance teams

EDUCATION & CERTIFICATIONS

Bachelor of Computer Applications (BCA)

Birla Institute of Technology (BIT), Mesra | 2020 – 2023

- ServiceNow CSA — Certified, March 2026
- ServiceNow CAD — In Progress
- Generative AI — Microsoft & LinkedIn Learning (2024)

KEYWORDS

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