

SOWMIYA A

ServiceNow Developer

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Summary

ServiceNow Developer with around 1 year of hands-on experience delivering case and contract management in CSM, dispatch and scheduling automation in FSM, and incident routing and knowledge automation in ITSM. Skilled in configuring Now Assist Skill Kit, AI Search, and Virtual Agent Topics for AI-driven self-service, alongside Flow Designer approval workflows and Integration Hub/REST API integrations. Comfortable ramping quickly across multiple ServiceNow applications and delivering production-ready configurations early in a project.

Core Skills

ServiceNow Applications: CSM, FSM, ITSM, Engagement Messenger, Financial Services Operations (Basics)

Integration: Integration Hub, REST API, Scripted REST API, Microsoft Outlook Integration

AI Automation: Now Assist Skill Kit, Assistant Designer, AI Agent Studio, Virtual Agent Topics

Scripting: JavaScript, HTML, CSS, Client Scripts, Business Rules, Script Includes, Scheduled Jobs, Fix Scripts, Script Action

Developer Components: UI Policies, UI Actions, ACLs, Data Policies, Assignment Rules, Notifications & Event Registry, SLAs, Tables, Update Sets, Record Producers, Flow Designer

Experience

ServiceNow Developer

Avasoft, Chennai, India

Sep 2025 – Aug 2026

CSM & FSM Implementation

Role: CSM/FSM Developer

- Configured CSM case types, categories, and contract management (entitlements and rate cards) alongside record producers, standardizing structured case intake for customer service teams.
- Engineered a bidirectional Outlook integration syncing dispatcher assignments to agents' calendars within 5 seconds, eliminating agent double-booking by giving dispatchers real-time visibility into agent availability directly from their workspace.
- Configured dynamic agent scheduling matched by skill and crew, along with FSM mobile access, work-order dashboards, and timecard approval workflows – giving field teams real-time visibility into tasks and expenses.
- Set up Flow Designer for contract renewal that sent contractors an automated reminder notification a set number of days before their contract expiration date, giving them time to act before the contract lapsed.

ITSM – Incident Management & Knowledge Automation

Role: ServiceNow Developer

- Configured incident intake for VIP-flagged issues with auto-populated child-entity classification fields, giving support teams immediate visibility into which department an incident belonged to.
- Automated incident assignment by setting up dedicated IT support groups per issue type and configuring group-based routing rules, eliminating multi-system fragmentation and manual triage.
- Enhanced the incident experience with knowledge article suggestions, automated email templates, and cross-entity sidebar discussions, and used Now Assist to auto-generate knowledge articles from resolved cases.

AI-Enabled Customer Portal & Knowledge Management

Role: Portal & Knowledge Management Developer

- Integrated a location-aware chatbot on the public website to surface relevant knowledge articles, and configured AI Search to improve self-service article retrieval across customer and public portals.
- Authored location-specific knowledge base articles addressing common issues, and restructured case form categories into a clearer taxonomy, retiring outdated ones.
- Modernized the public portal experience through branding updates and chatbot visibility rules, and rolled out Engagement Messenger.

Certifications

Micro-Certifications: Flow Designer, Virtual Agent, Integration Hub, Service Portal

Education

Bachelor of Engineering (B.E.), Electronics and Communication Engineering

Sri Venkateswaraa College of Technology, Tamil Nadu | 2021 – 2025