

Pratham V Kamat

ServiceNow Developer — IRM/GRC — ITSM — Integrations — AI Automation

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PROFESSIONAL SUMMARY

- ServiceNow Developer with 2+ years of hands-on experience in ServiceNow platform development, IRM/GRC, ITSM, integrations, portals, workspaces, reporting, and AI-driven automation. Experienced in designing and configuring enterprise ServiceNow solutions for Policy and Compliance Management, risk visibility, audit readiness, IT service workflows, REST integrations, Performance Analytics, UI Builder, Employee Center Pro, and Agile delivery. Strong background in JavaScript, HTML, CSS, JSON, Glide APIs, Flow Designer, Business Rules, Client Scripts, Script Includes, UI Policies, UI Actions, testing, documentation, and stakeholder collaboration.

EDUCATION

- **Dayananda Sagar University** Karnataka, India
B.Tech in Computer Science and Engineering, Cybersecurity Specialization 2024

EXPERIENCE

- **Cprime, a Goldman Sachs and Everstone Company** Hyderabad, India
Associate Consultant – ServiceNow Developer Feb 2024 – Present
 - **ServiceNow IRM, GRC and Compliance Workflows:** Designed and enhanced ServiceNow IRM/GRC capabilities across Policy and Compliance Management, risk visibility, audit readiness, and compliance workflows, supporting enterprise governance, regulatory alignment, and business control processes.
 - **Policy Management Center:** Developed a custom ServiceNow Policy Management Center for centralized policy access, category-based navigation, language filtering, policy lifecycle visibility, and role-based policy experiences across business domains.
 - **Entity-Based Policy Visibility:** Implemented entity-based policy filtering and mapping using policy categories, encoded queries, user criteria, URL parameters, and dynamic portal logic to ensure users view policies relevant to their function, region, department, or compliance area.
 - **GRC Reporting and Compliance Dashboards:** Built custom reports, dashboards, and Performance Analytics views for operational KPIs, compliance status, policy visibility, audit readiness, risk tracking, and executive-level reporting.
 - **ITSM Automation:** Configured and optimized Incident, Problem, Change, Request Fulfillment, and CMDB workflows using Business Rules, Client Scripts, Script Includes, Flow Designer, UI Policies, UI Actions, and Glide APIs, improving SLA adherence and ticket resolution efficiency.
 - **UI Builder and Portal Engineering:** Designed and developed Employee Center Pro, Service Portal, custom policy pages, and Workspaces using UI Builder, data resources, data binding, client parameters, events, reusable components, and responsive UI patterns for 1,000+ users.
 - **Script Optimization:** Reduced Record Producer complexity by consolidating business logic and cutting Script Includes from 43 to 1, improving maintainability, performance, and upgrade safety.
 - **Cross-Instance Integration:** Built a custom ServiceNow integration service enabling bidirectional synchronization across 5 tables, processing more than 1.5 million records per Quarterly Access Review cycle.
 - **SPM and Jira Integration:** Designed and implemented REST-based integrations between ServiceNow SPM and Jira to enable bidirectional project and demand synchronization, reducing manual tracking effort by more than 60%.
 - **Enterprise Integrations:** Implemented and supported REST integrations with Jira, Noggin, Workday, Salesforce, Cornerstone, and other enterprise systems, handling authentication, JSON payload mapping, error handling, scheduled jobs, and background sync processes.
 - **AI and Now Assist Automation:** Built Now Assist-based automation and virtual agent solutions to generate demo and test data, support internal testing, accelerate workshops, and improve self-service capabilities through AI-assisted workflows.
 - **Moveworks Implementation and Automation:** Worked as part of a Moveworks pilot, configuring enterprise use cases and integrating systems including ServiceNow, Workday, Salesforce, Jira, and Cornerstone. Built and deployed a Moveworks bot for the internal EmployeeWorks portal to automate employee support workflows and enhance self-service capabilities.
 - **EDM Automation Tool:** Designed and built a macOS Electron application to automate EDM document uploads, enabling the processing of more than 3 million documents and accelerating a large-scale enterprise data migration.

- **Localization and Mobile:** Enabled multi-language support including French Canadian localization and deployed Now Mobile to improve global and mobile user accessibility.
- **SDLC, Testing and Agile Delivery:** Worked across requirement gathering, solution design, development, manual testing, UAT, code reviews, release validation, documentation, and production deployment in Agile sprint cycles while collaborating with architects, product owners, platform teams, and business stakeholders.

ACADEMIC ADVISORY & LEADERSHIP

- **Dayananda Sagar University** Karnataka, India
 - *Board of Studies Member – CSE Cyber Security* *Mar 2026 – Present*
 - **Academic Advisory:** Appointed as an alumni-industry representative to contribute inputs on cybersecurity curriculum relevance, industry skill requirements, academic-industry alignment, and emerging technology trends.

SKILLS

- **ServiceNow Platform:** IRM/GRC, Policy and Compliance Management, Risk Management, Audit Management, ITSM, Employee Center Pro, Service Portal, Workspace, UI Builder.
- **ServiceNow Development:** Business Rules, Client Scripts, Script Includes, Flow Designer, Glide APIs, Record Producers, UI Actions, UI Policies, ACLs, Scheduled Jobs, Notifications, Catalog Items, Dynamic Translation.
- **IRM/GRC and Compliance:** Policy lifecycle workflows, compliance tracking, risk visibility, audit readiness, entity-based policy visibility, role-based access, compliance dashboards, control and governance workflows.
- **ITSM:** Incident Management, Problem Management, Change Management, Request Fulfillment, Service Catalog, CMDB, SLA workflows, ticket lifecycle automation, approvals, notifications, and IT service delivery workflows.
- **Employee Center and Service Portal:** Employee Center Pro, Service Portal, portal pages, custom widgets, UI Builder, Workspace experiences, responsive UI design, knowledge access, catalog experiences, and self-service workflows.
- **Analytics and Reporting:** Performance Analytics, ServiceNow Reports, Dashboards, Operational KPIs, Risk and Compliance Dashboards.
- **Integrations:** Jira, Noggin, Workday, Salesforce, Cornerstone, Cross-Instance Integration, Authentication, Payload Mapping, Data Migration, REST APIs, SOAP APIs.
- **AI and Automation:** Now Assist, Virtual Agent, Moveworks Enterprise AI Assistant, Bot Configuration, Generative AI Use Cases, Workflow Automation.
- **Cybersecurity Tools:** Nmap, Wireshark, Burp Suite, Metasploit, Nessus, Kali Linux, OWASP Top 10, Vulnerability Assessment, Network Security, Web Application Security.
- **Programming and Tools:** JavaScript, HTML5, CSS, XML, JSON, Postman, Jira, VMware, Electron.

CERTIFICATIONS

- **ServiceNow Certified System Administrator:** CSA
- **Moveworks Partner Delivery Engineer Enablement:** MW-PSEE
- **Moveworks Partner Solutions Engineer Enablement:** MW-SEE

PUBLICATIONS

- **Patent:** A Novel Hardware Prototype for Crowd Monitoring Systems – Republic of South Africa, Patent No. 2022/12546, Issued Jan 25, 2023.