

Venkata A.

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PROFESSIONAL SUMMARY

ServiceNow Architect and Enterprise Platform Architect with 15+ years of experience delivering enterprise-scale solutions across ServiceNow, IT Asset Management, Event Management, cloud platforms, integrations, data migration and platform governance. Strong background in ServiceNow architecture, ITAM, SAM, HAM, ITOM, Event Management, platform governance, Scripted REST APIs, Import Sets, Transform Maps, OAuth, SSO, transaction logging, data migration and enterprise integration patterns. Currently pursuing TOGAF certification and working towards Enterprise Architecture to strengthen strategic design and technology leadership capability.

CORE COMPETENCIES & SKILLS

ServiceNow Architecture | ITAM, SAM Pro & HAM Pro | ITOM & Event Management | Cloud Platforms & Integrations
| Software & Hardware Automation |

SQL Server Administration | Platform Architecture Delivery | ServiceNow Integrations | Data Migration | Event Ingestion
& Alert Correlation

Technical Leadership & Mentoring | Platform Governance | UAT Readiness | Production Transition

SELECTED ACHIEVEMENTS

- Introduced bulk software distribution processes at ANZ, reducing software deployment time by up to 90% and improving software request consistency across the enterprise
- Engineered integrations between ServiceNow and Azure AD, SCCM, Intune, Nexthink and Ariba, increasing asset data accuracy and cutting manual reconciliation by 30%
- Designed ServiceNow Event Management solution patterns covering monitoring source onboarding, event ingestion, alert processing, correlation, deduplication, CMDB mapping, incident creation, environment separation, UAT validation and production transition
- Developed automated software retirement and unauthorised software removal workflows, strengthening compliance and reducing security risk across thousands of assets
- Automated audit reporting and licence management tasks within Flexera (FNMS), accelerating licence position updates and supporting annual compliance reviews
- Promoted twice within ANZ - from Systems Analyst to Engineer Chapter Lead - and moved from India to Australia HQ in recognition of consistently delivering high-impact ITAM solutions and driving cross-team capability
- **Awards:** Streach Award | Simple Award | Streach Team Award | Lean Certificate | ANZ Take Charge and Excel Award

PROFESSIONAL EXPERIENCE

Tata Consultancy Services (TCS), Melbourne / Sydney, Australia

Feb 2026 - Present

ServiceNow Architect - Integration Specialist

Responsibilities & Achievements

- Leading ServiceNow integration architecture and Event Management solution design for NSW Government and enterprise environments, with focus on scalable, secure and supportable platform design, integration governance, event ingestion, alert processing, CMDB alignment, UAT readiness, operational controls and production transition.
- Designed SAP SuccessFactors myWorkZone to ServiceNow inbound integrations using Scripted REST APIs, Import Sets, Transform Maps, and scheduled batch processing.
- Built reusable integration patterns for Users, Departments, Positions, Locations, Cost Centres, and Fund Centres, improving consistency across foundational data loads.

- Designed ServiceNow Event Management solution patterns covering monitoring source onboarding, event ingestion, alert correlation, deduplication, CMDB mapping, incident creation, environment separation, UAT validation and production transition.
- Prepared low-level design documentation for Event Management, including event rules, alert rules, severity mapping, message key strategy, CI mapping, authentication, integration approach and operational ownership.
- Developed transaction logging and monitoring for high-volume integrations to improve traceability, supportability and audit readiness.
- Managed DEV and UAT import and migration activities including bulk payload processing, update set migration, validation and defect resolution.
- Worked with architects, delivery leads, monitoring teams, security stakeholders and client stakeholders to define integration governance, Event Management design controls and production transition steps.

Capgemini, Melbourne, Australia

Oct 2025 - Feb 2026

ServiceNow Platform Architect - Platform Owner

Responsibilities & Achievements

- Led design, configuration and governance of multi-tenant and dedicated ServiceNow MSP platforms across ANZ, ensuring scalability, security and operational consistency.
- Owned platform architecture, domain separation strategy and lifecycle governance including upgrades, patching, release management and compliance.
- Drove ServiceNow capability uplift across SAM, HAM, ITSM, ITOM and MSP operating models.
- Partnered with business stakeholders, SDMs and pre-sales teams for solution design, customer workshops and proposals.
- Established operating models, SOPs and platform governance frameworks.
- Mentored engineering teams and improved delivery consistency.

ANZ, Melbourne, Australia

Nov 2014 - Oct 2025

Engineering Chapter Lead

Jan 2018 - Oct 2025

Responsibilities & Achievements

- Led design and delivery of ServiceNow SAM Pro and HAM Pro solutions across complex enterprise systems, enabling automated software and hardware asset lifecycle management for 50K+ users and supporting regulatory compliance
- Reduced software deployment time by up to 90% through bulk software distribution processes and improved software request consistency
- Built software retirement and unauthorised software detection and removal workflows to strengthen compliance and reduce audit risk
- Integrated ServiceNow with Azure AD, SCCM, Intune, Nexthink, Ariba and Flexera FNMS, improving data accuracy and reducing manual reconciliation effort by 30%
- Automated audit reporting and licence management tasks, accelerating licence position updates and supporting annual compliance reviews
- **Aligned ITAM solutions with CSDM and Technology Reference Model standards, ensuring future scalability and simplified maintenance**
- Led implementation & integration of **Now Assist GenAI ticketing chatbot tool** across ITAM use cases, leading to increase in automated query resolution by 70% across 50K users
- Led a global ITAM engineering team of 9, all achieving 'Exceeds Expectations' ratings for two consecutive years
- **Mentored and coached engineering teams, established sustainable delivery practices and improved team productivity**

Systems Analyst / Cloud Engineer

Nov 2014 - Oct 2018

Responsibilities & Achievements

- Defined and executed cloud adoption strategies, partnering with senior IT leadership to implement scalable, secure cloud computing and automation solutions, improving system reliability and agility by 35%
- Designed and delivered a social media sentiment analysis platform using Microsoft Azure and Google Natural Language Processing services, enabling proactive customer sentiment monitoring and reducing issue response time from 300 seconds to under 120 seconds
- Developed automation tools that reduced manual effort and incident volume by 450+ incidents annually, saving approximately A\$180K in support costs, including database field overflow detection and automated service restarts
- Built self-service applications such as a Skill Matrix and Onboarding tool, streamlining employee onboarding and skill management and reducing onboarding time from 10 days to 4 days
- Created workforce management dashboards in Splunk using multiple data sources, enabling data-driven decision making across 12 teams and approximately 350 staff

Hexaware Technologies Limited, Mumbai, India

Sep 2013 - Nov 2014

Senior Software Engineer - Oracle Peoplesoft

Responsibilities & Achievements

- Developed enterprise applications using Microsoft technologies, reducing processing time by 40% and improving user satisfaction by 25%
- Implemented high-availability solutions such as clustering, replication, mirroring and log shipping, improving failover success rates by 20%
- Led development, PMO and implementation activities for 6 global clients across maintenance, support, upgrades and new feature enablement of customised PeopleSoft solutions
- Performed data migrations of large databases and managed SSRS/SSIS installations across 15+ production and non-production environments, ensuring seamless transitions with zero downtime
- Developed backup and recovery strategies, tuned database performance and managed capacity planning, improving response times and system availability by 35%

Syntel, Mumbai, India

Aug 2010 - Sep 2013

Analyst Programmer / Database Administrator - Oracle Peoplesoft

Responsibilities & Achievements

- Administered SQL Server databases (2000-2016) across production, test and development environments, ensuring uptime and data integrity for mission-critical systems with 99.95% availability
- **Optimised queries, monitored performance and developed backup and recovery strategies, reducing average query execution time from 5 seconds to 3 seconds and minimising potential data loss**
- Provided 24x7 production support and led DBA team responsible for mission-critical systems, reducing incidents by 30% and escalation resolution time by 45% from 4 hours to 2.2 hours

EDUCATION

MBA (PGDBA in E-Business) - Prin. L. N. Welingkar Institute of Management Development and Research

CERTIFICATIONS

- TOGAF (enrolled)
- Microsoft Certified Technology Specialist (MCTS) in .NET Framework
- ITIL® 2011 Foundation
- Microsoft Certified Professional
- Microsoft Certified Solutions Associate (MCSA)
- Microsoft Certified Solutions Architect - Cloud Platform
- Exam 533: Implementing Microsoft Azure Infrastructure Solutions

LANGUAGES: Telugu (Native/Bilingual) | English (Native/Bilingual) | Hindi (Full Professional)
