

Nikhil Lane

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SUMMARY

Principal **ServiceNow** implementation specialist with 11 years of information systems experience across enterprise architecture, application development, ITSM, ITOM, CMDB, asset management, knowledge management, and business process automation. Leads ServiceNow modernization from requirements analysis through architecture, configuration, integration, testing, deployment, upgrades, performance tuning, monitoring, documentation, training, and production assessment. Hands on delivery includes **Service Operations Workspace**, UI Builder, **Employee Service Center**, IntegrationHub, MID Server, REST and SOAP integrations, Orchestration, JavaScript, scripted APIs, SSO SAML, and governed data models. ServiceNow CSA, CIS, and ITIL Foundation certified, with more than 10 **application development life cycles** on Madrid and newer releases. Recent work includes Now Assist, AI Agents, agentic automation, and governed Model Context Protocol integration patterns.

EXPERIENCE

Principal ServiceNow Architect

March 2023 - Present

Capitol Digital Services

Sacramento, California

Leads enterprise ServiceNow architecture and modernization across ITSM, ITOM, CMDB, **asset management**, knowledge, workspace design, integrations, automation, governance, and production operations. Guides developers, analysts, and stakeholders through platform decisions, quality controls, release planning, training, and controlled handoffs.

- Led ServiceNow modernization across ITSM and ITOM platforms, improving enterprise service delivery consistency.
- Designed **Service Operations Workspace** with **UI Builder** components, supporting clearer technician workflows and executive visibility.
- Integrated REST and SOAP services through IntegrationHub and **MID Server**, connecting distributed enterprise systems.
- Strengthened CMDB discovery and asset reconciliation, improving ownership rules, relationship accuracy, and data quality.
- Directed QA and **regression testing** for upgrades, reducing release risk through documented readiness decisions.
- Applied ITIL controls across Incident, Problem, Change, Configuration, and **Knowledge Management** workflows.
- Guided developers and stakeholders through design reviews, documentation, training, and production handoffs.

Senior ServiceNow Developer and Technical Lead

January 2020 - February 2023

Granite Peak Systems

Roseville, California

Owned technical design and delivery for multi tier ServiceNow ITSM and ITOM solutions serving distributed enterprise teams. Led custom development, workflow automation, integration delivery, upgrade planning, regression cycles, troubleshooting, standards, and mentoring across production environments.

- Owned multi tier ITSM and ITOM designs, aligning platform decisions with distributed team operations.
- Delivered custom workflows with **Business Rules** and **Client Scripts**, simplifying approvals and service routing.
- Built **IntegrationHub** and Orchestration automations through MID Server, REST, SOAP, XML, and HTTP.
- Applied ACLs, **Script Includes**, UI Actions, and **Scheduled Jobs**, strengthening maintainability and access governance.
- Led upgrade regression cycles, documenting defects and rollback options before release decisions.
- Extended platform schemas within **Service Oriented Architecture** patterns, preserving integration clarity and supportability.
- Mentored developers and administrators through ITIL aligned design reviews and production troubleshooting.

ServiceNow Developer

July 2017 - December 2019

Pacific Crest Technology Group

Folsom, California

Delivered complete ServiceNow application life cycles from requirements and feasibility analysis through configuration, integration, testing, deployment, documentation, training, and production support. Built ITSM, CMDB, asset, knowledge, and Project Portfolio Suite capabilities for enterprise users.

- Completed ServiceNow application life cycles from requirements analysis through implementation and production support.
- Configured Incident, Problem, Change, Knowledge, **Configuration**, and PPS workflows with approvals and notifications.
- Developed reusable client side and server side **JavaScript**, improving platform consistency across enterprise functions.
- Created **REST** and **SOAP** integrations with XML, HTML, AJAX, CSS, WSDL, and MID Server.
- Supported **CMDB discovery** and asset normalization, resolving relationship mapping and reconciliation exceptions.
- Prepared technical documentation and training materials, helping administrators manage new platform capabilities.
- Resolved production defects through root cause analysis, record history review, and integration evidence.

Information Systems Analyst

September 2015 - June 2017

Sierra Enterprise Solutions

Davis, California

Analyzed service management requirements, process gaps, data dependencies, integration evidence, and feasible solution approaches under technical guidance. Supported ServiceNow configuration, ITIL mapping, acceptance testing, documentation, release handoffs, and production issue investigation.

- Analyzed service management requirements and process gaps, clarifying feasible **ServiceNow** solution approaches.
- Configured forms, catalog items, workflows, reports, notifications, and access controls under technical guidance.
- Mapped ITIL **Incident**, **Problem**, Change, and Knowledge requirements into acceptance tests.
- Executed functional, integration, and **regression testing**, verifying fixes before production promotion.
- Maintained **integration** documentation and release procedures, improving handoff clarity for support teams.
- Investigated production issues through logs, record history, access rules, and integration evidence.

PROJECTS

Service Operations Workspace Modernization 📅 2024

Created workspace pages and components with UI Builder, Employee Service Center, Now Assist, and governed AI Agents. Connected service workflows with IntegrationHub and MID Server patterns for clearer operations and controlled automation.

CMDB and Asset Data Quality Program 📅 2022

Improved discovery, data modeling, reconciliation, relationship validation, and ownership governance across enterprise configuration and asset records. Established review practices that gave support teams more dependable service context.

ServiceNow Application Life Cycle Framework 📅 2019

Standardized requirements, configuration, development, testing, deployment, documentation, training, and post implementation assessment across Madrid and newer ServiceNow releases.

LEADERSHIP & AWARDS

- Recognized by technical leadership for guiding enterprise ServiceNow modernization and production readiness decisions.
- Selected to mentor developers and administrators on ITIL aligned architecture, troubleshooting, and platform standards.
- Earned stakeholder recognition for clear release documentation, training sessions, and controlled production handoffs.

EDUCATION

Master of Science in Management Information Systems

2020

California State University, Sacramento GPA: 4.0

Sacramento, California

***Coursework:** Enterprise architecture, systems analysis, database management, IT project management*

Bachelor of Science in Management Information Systems

2015

California State University, Sacramento GPA: 4.0

Sacramento, California

***Coursework:** Business process design, information systems, software development, project management*

CERTIFICATIONS

- ServiceNow Certified System Administrator 📅 2018
- ITIL Foundation Certification 📅 2019
- ServiceNow Certified Implementation Specialist 📅 2020

TECHNICAL SKILLS

- **ServiceNow Platforms:** ServiceNow, Service Operations Workspace, Employee Service Center
- **ServiceNow Development:** Business Rules, Client Scripts, Script Includes
- **ServiceNow UI:** UI Builder, UI Actions, HTML
- **ServiceNow Integration:** IntegrationHub, MID Server, Orchestration
- **Web Services:** REST, SOAP, HTTP
- **Programming:** JavaScript, AJAX, CSS
- **Identity and Access:** LDAP, SAML, SSO
- **CMDB and Assets:** Discovery, data modeling, asset reconciliation
- **IT Service Management:** ITIL, Incident, Problem, Change
- **Platform Operations:** Upgrades, performance tuning, monitoring
- **Testing and Quality:** QA, regression testing, acceptance testing
- **Governance and Delivery:** Release management, technical standards, documentation
- **Integration Standards:** XML, WSDL, JAXWS
- **Automation and AI:** Now Assist, AI Agents, agentic automation
- **Emerging Protocols:** Model Context Protocol, governed AI integrations, scripted APIs

SKILLS

- ServiceNow
- ITSM
- ITOM
- CMDB
- Asset Management
- Knowledge Management
- UI Builder
- IntegrationHub
- MID Server
- REST APIs
- SOAP APIs
- JavaScript
- Orchestration
- Release Management
- Regression Testing

PROFESSIONAL AFFILIATIONS

- ServiceNow community participant, sharing practical platform architecture, integration, and governance perspectives.
- ITIL practitioner community member, connecting service management controls with useful platform outcomes.

LANGUAGES

- English (Native)
- Hindi (Proficient)

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST