

ARUNKUMAAR SARAVANEN

Senior Technical Consultant

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SUMMARY

Accomplished Senior Technical Consultant skilled in advanced ServiceNow solutions, customer relationship management, technical support, and account management. Proficient in critical application design, development, and support. Strong leader, team mentor, and advocate for technology excellence, customer success, and collaboration.

EXPERIENCE

Senior Technical Consultant

ServiceNow 12/2021 - Present Santa Clara, CA

- Delivered technical expert solutions for 10+ ServiceNow customers in HR, Legal, Workplace Services, ITSM, and Virtual Agent applications including performance tuning.
- Led a cross-functional team of 7 developers, providing technical oversight, conducting peer reviews, and mentoring junior associates for 2 years.
- Developed and ensured the quality of all customer-facing deliverables, resulting in a 98% customer satisfaction rate.
- Provided technical support for 5 sales activities, contributing to a 25% increase in closed deals.

Senior Technical Support Engineer

ServiceNow 03/2020 - 11/2021 Santa Clara, CA

- Led a team of 7 for 2 years, ensuring smooth ITSM and IT Workflow operations within defined Service Level Agreements (SLAs).
- Resolved 700+ cases related to JavaScript, Glide Script, Business Rules, Scheduled jobs, Script Includes, & Client Scripts, maintaining a 95% SLA-compliant resolution rate.
- Collaborated with the executive leadership on 124 high-priority cases, delivering root cause analysis documents within 24 hours of timely resolution.
- Mentored 4 new associates, enhancing cross-functionality domain knowledge through weekly training sessions.

Technical Support Engineer

ServiceNow 03/2018 - 02/2020 Santa Clara, CA

- Handled an average of 6 technical cases per day with a 98% success rate in issue resolution.
- Received recognition for a proactive approach in solving problems through teamwork.
- Maintained up-to-date knowledge of the latest ServiceNow features and regularly hosted monthly training sessions for team members.
- Contributed ideas that led to the development of 3 new ServiceNow features based on customer feedback.


Analyst

HCL Technologies 09/2013 - 12/2015 Chennai, India

Client: Union Bank of Switzerland [UBS] - Wealth Management

- Led the application team in a 24x7 onshore-offshore model.
- Resolved 20-25 weekly client requests, adhering to SLAs.
- Monitored & Debugged daily batch cycle to ensure trading readiness.
- Implemented a Linux automation script, resulting in a 30-minute daily time savings from manual processes.

AWARDS

 **Technical Spot Award**
Recognized for consistently exceeding customer expectations and resolving critical bugs at ServiceNow

 **LIVE Wire Award**
Received the HCL Technologies Live Wire award for exceptional performance in 2014

EDUCATION


Master of Science in Software Engineering


University of Houston, Houston 01/2016 - 12/2017 Houston, TX


Bachelor of Technology in Information Technology

Anna University 08/2009 - 05/2013 Chennai, India

STRENGTHS

 **Proactive Problem Solver**
Consistently met or exceeded customer expectations and deadlines on software development, user stories & bug fixes with minimal supervision.

 **Proven Leadership & Mentorship**
Demonstrated leadership capabilities by leading teams, conducting peer reviews, and guiding new team members, resulting in increased productivity and the development of valuable skills.

 **Team Player**
Worked alongside diverse, cross-functional teams, sharing expertise and insights to enhance overall team effectiveness and collectively accomplish shared objectives.

SKILLS

Technologies Worked

JavaScript Python GlideScripting XML
Tailwind CSS HTML AJAX Oracle SQL
React Web Services UNIX Shell Scripting

Customer Focus & Tech Proficiencies

Customer Experience Customer Negotiations
Active Listening Technical Analysis
Business Systems Analysis Debugging
Technical Consultation ITIL Process

Software Tools

ServiceNow Splunk JIRA Fiddler
Git Developer Tools in Browsers

Software Development Methodology

Agile Methodologies

CERTIFICATION

Certified ITSM Professional
ServiceNow

Certified Implementation Specialist - HR
ServiceNow

ServiceNow Certified Application Developer
ServiceNow

ServiceNow Certified System Admin
ServiceNow

ITIL V4 Foundation
AXELOS