

Nagasricharan Draksharam

Power Platform & ServiceNow Developer — ITSM — Workflow Automation —
Integrations — PL-200

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Professional Summary

Microsoft Certified Power Platform Functional Consultant Associate (PL-200) with 3.5+ years of experience delivering enterprise workflow automation, ITSM process automation, low-code applications, platform integrations, and operational support solutions across Microsoft Power Platform, ServiceNow, Freshservice, SharePoint Online, Dataverse, SQL Server, REST APIs, and Microsoft 365 services.

Hands-on experience designing and developing Power Apps Canvas Apps, Model-Driven Apps, Power Automate cloud flows, Dataverse data models, SharePoint-backed process solutions, approval workflows, custom connectors, API integrations, role-based access controls, dashboards, UAT support, production troubleshooting, documentation, and user training.

ServiceNow experience includes ITSM workflows, Incident, Request, Task-based applications, Service Catalog concepts, approval routing, assignment automation, Business Rules, Client Scripts, UI Policies, UI Actions, Script Includes, GlideAjax, Scheduled Jobs, Notifications, Inbound Email Actions, Discovery, MID Server setup, CMDB concepts, and REST API integrations.

Experienced in analysing As-Is processes, designing To-Be workflows, gathering requirements, translating business needs into scalable technical solutions, supporting operational handover, and leading small development teams for enterprise automation delivery.

Technical Skills

- **Power Platform:** Power Apps, Canvas Apps, Model-Driven Apps, Power Automate, Dataverse, Power Fx, AI Builder, Business Process Flows, Custom Connectors
- **ServiceNow Platform:** ITSM, Incident Management, Request Management, Problem Management Concepts, Change Management Concepts, Service Catalog, Custom Applications, CMDB Concepts, Discovery, MID Server, ITOM Fundamentals
- **ServiceNow Development:** Business Rules, Client Scripts, UI Policies, UI Actions, Script Includes, GlideAjax, GlideRecord, Notifications, Scheduled Jobs, Inbound Email Actions, Form Configuration
- **Workflow Automation:** Approval Workflows, Request Management, Task Routing, Notification Automation, Data Synchronization, Validation Logic, Exception Handling, Service Fulfilment, Process Digitization
- **Dataverse & Data Modelling:** Dataverse Tables, Relationships, Lookups, Choices, Business Rules, Security Roles, Teams, Role-Based Access Control, Data Visibility Controls
- **SharePoint & Microsoft 365:** SharePoint Online, SharePoint Lists, Libraries, Forms, Permissions, Document Management, Microsoft 365 Services, Office 365 Integrations
- **ITSM & Operations:** Service Catalogues, SLA Awareness, Ticket Routing, Service Reports, SOP Documentation, Operational Handover, Issue Tracking, Workflow Standardisation, User Adoption
- **Integrations:** REST APIs, JSON, OAuth 2.0, Microsoft Graph API, Dynamics 365 F&O Integrations, SharePoint Integrations, SQL Server Integrations, Twilio API, Freshservice APIs
- **Reporting & AI:** Operational Dashboards, KPI Tracking, Workflow Status Tracking, Power BI Fundamentals, AI Builder, Copilot Studio Fundamentals, Power Virtual Agents Fundamentals
- **Development:** JavaScript, SQL, React.js, Next.js, .NET APIs, HTML, CSS, Prisma
- **Delivery & Tools:** Agile Delivery, Requirement Gathering, Stakeholder Discussions, UAT Support, Deployment Support, Production Support, Troubleshooting, Documentation, User Training, VS Code, Git

Professional Experience

Software Engineer

Jan 2023 – Jan 2026

PSIOG Digital

- Designed, developed, enhanced, and supported enterprise workflow automation solutions using Power Apps, Power Automate, Dataverse, SharePoint Online, SQL Server, REST APIs, Dynamics 365 integrations, Freshservice APIs, and ServiceNow workflows.
- Built Canvas Apps and Model-Driven Apps for approvals, request management, asset operations, inventory workflows, onboarding processes, ITSM operations, operational dashboards, and business process digitization.
- Developed Power Automate cloud flows for approval routing, notifications, task assignment, validation logic, data synchronization, exception handling, background processing, and integration automation.
- Designed Dataverse data models, table relationships, security roles, teams, role-based access controls, data visibility rules, and application-level permission structures.
- Built SharePoint-backed process solutions using SharePoint lists, document storage, permissions, metadata, Power Apps forms, Power Automate workflows, and Microsoft 365 integrations.
- Developed ServiceNow workflow solutions using Business Rules, Client Scripts, UI Policies, UI Actions, Script Includes, GlideAjax, Notifications, Scheduled Jobs, Inbound Email Actions, and validation logic.
- Worked on ServiceNow ITSM scenarios involving Incident, Request, Task, Service Catalog concepts, approval workflows, assignment routing, Problem creation logic, notification handling, and operational lifecycle controls.
- Configured and evaluated ServiceNow Discovery and CMDB-related capabilities including MID Server setup, WMI, SSH, SNMP, CI identification, CI relationships, and controlled Discovery execution.
- Developed ServiceNow integration automation using Microsoft Graph API, OAuth 2.0, Script Includes, Scheduled Jobs, and workload-based reassignment logic for high-priority incident continuity.
- Developed Freshservice ITSM automations involving service catalogues, approval paths, ticket routing, child-ticket creation, CAB approval handling, SLA-related alerts, reporting, fulfilment tracking, and API integrations.
- Integrated enterprise systems using REST APIs, custom connectors, Dynamics 365 F&O, SharePoint Online, SQL Server, Freshservice, Microsoft Graph API, Twilio API, and external services.
- Supported production troubleshooting, workflow optimisation, enhancement requests, user feedback analysis, UAT, release support, documentation, knowledge transfer, and post-implementation support.
- Prepared SOPs, workflow documentation, technical notes, issue handling guides, user guidance materials, and operational handover content for business and support teams.
- Collaborated with business users, IT teams, infrastructure teams, support teams, and stakeholders to gather requirements, validate process needs, improve workflows, and support user adoption.
- Led a team of 3 developers for enterprise workflow automation delivery, including task allocation, implementation guidance, troubleshooting support, solution review, and delivery coordination.

Graduate Engineer Trainee

Jun 2022 – Jan 2023

PSIOG Digital

- Developed applications using React.js, .NET APIs, SQL Server, JavaScript, HTML, CSS, and REST APIs.
- Built and consumed REST APIs supporting application integrations and backend workflow requirements.
- Wrote SQL queries for reporting, operational data processing, and application workflow requirements.
- Performed debugging, testing, deployment, documentation, and production support activities.
- Completed foundational training and hands-on exercises covering Power Automate Desktop, Servi-

ceNow ITSM workflows, service catalogues, scripting fundamentals, approval processes, portal concepts, Discovery, CMDB, and MID Server configuration.

Power Platform Projects

Asset Deployment & Operations Platform

- Led development of a Power Platform-based operations platform for asset installation requests, approvals, workshop activities, deployment tracking, inventory workflows, contractor operations, and loan equipment management across multiple business teams.
- Analysed existing manual operational processes and designed To-Be workflows covering request initiation, approvals, workshop handover, asset movement, spare parts handling, field execution, verification, and operational tracking.
- Designed and implemented a multi-application solution using Canvas Apps, Model-Driven Apps, Power Automate, Dataverse, SharePoint Online, SQL integrations, and workflow-driven operational processes.
- Built user-friendly screens with role-specific navigation, searchable galleries, reusable components, status indicators, operational dashboards, and workflow progress tracking.
- Developed Dataverse data models and relationships supporting job requests, outlets, assets, asset movement history, spare parts, technician assignments, approvals, and operational visibility.
- Implemented role-based access controls, security roles, automated synchronization flows, approval lifecycles, notification workflows, duplicate prevention, high-volume processing, and concurrency handling.
- Integrated SMS-based operational notifications using Twilio API and supported stakeholder walkthroughs, UAT, deployment activities, production troubleshooting, user feedback, and workflow enhancements.

Dynamics 365 Customer & Vendor Registration Automation

- Developed an enterprise workflow automation solution for customer and vendor onboarding, modification, validation, and registration processes integrated with Dynamics 365 F&O using Power Apps, Power Automate, Dataverse, and SharePoint Online.
- Analysed As-Is registration processes involving manual Excel-based requests, approval coordination, operator validation, document handling, and business unit communication.
- Designed To-Be workflows for request submission, approval routing, operator checks, document management, status tracking, audit visibility, and registration process automation.
- Built applications supporting create, update, and delete request submissions, document handling, request tracking, multi-level approvals, validation processes, and operational visibility.
- Implemented workflows to validate existing customer and vendor information against Dynamics 365 F&O before processing registration activities.
- Developed Power Automate flows for approval routing, status synchronization, notifications, audit tracking, document handling, exception management, and registration process automation.
- Supported requirement gathering, UI walkthroughs, UAT, deployment support, troubleshooting, production enhancements, documentation, and end-user guidance.

AI-Based ITSM Ticket Classification & Routing

- Developed an AI-assisted ticket automation solution using Power Apps, Power Automate, AI Builder, and Freshservice to streamline support request intake, classification, and routing processes.
- Built a Canvas App interface allowing users to submit operational and IT support issues through a structured and user-friendly form experience.
- Implemented AI Builder text classification models to categorise submitted issues as Incident, Problem, or Change requests.
- Integrated Power Automate workflows with Freshservice using REST APIs to automatically create,

route, and track tickets based on classification outcomes.

- Developed notification workflows and tracking mechanisms to improve operational visibility, reduce manual ticket triaging effort, and improve classification consistency.

HR Operations Portal

- Developed an internal employee operations solution using Power Platform to centralise employee records, reporting hierarchy information, assignments, and operational visibility.
- Designed application screens, data structures, and workflow-driven processes to replace manual and Excel-based tracking methods.
- Supported business process automation through structured data capture, user-friendly interfaces, operational reporting requirements, and workflow-driven visibility.
- Improved internal data accessibility and supported operational teams with a structured low-code application for employee information management.

Expense Management System

- Developed an expense submission and tracking solution using Power Apps and workflow automation capabilities.
- Built user-friendly forms and automated expense approval routing, notifications, request tracking, and process handling to reduce manual follow-up effort.
- Improved operational visibility, standardised internal expense management workflows, and supported application enhancements based on user feedback.

ServiceNow Projects

ServiceNow ITSM Workflow & Custom Application Automation

- Developed workflow-driven ServiceNow solutions for Task and Call management, supporting Business, Infrastructure, and Security teams through assignment routing, approval workflows, notifications, and ticket lifecycle controls.
- Configured support groups, user roles, task categories, category-based assignment logic, assignment-group notifications, mandatory field validations, pending-state restrictions, inactive-state read-only controls, and contextual form messages.
- Developed UI Actions for Assign to Me and Assign to My Group with conditional availability based on logged-in user group membership and ticket assignment group.
- Built a custom Call application extending the Task table with dedicated modules, role-controlled access, structured forms, and approval-driven Incident and Request creation workflows.
- Implemented manager and infrastructure approval paths, controlled state transitions, related Incident and Request creation, and validations preventing Call closure until linked records were completed.
- Automated Service Catalog request ordering through workflow scripts and Cart API logic using existing catalogue items for request fulfilment scenarios.
- Developed Inbound Email Actions to create Call records from incoming emails and initiate workflow processing.
- Implemented a client-callable Script Include and Client Script using GlideAjax to retrieve Requested For email address and phone number from the User table.
- Automated Problem record creation and update synchronisation for Priority 1 tasks meeting critical impact and urgency criteria.
- Supported documentation of workflow behaviour, process logic, validation rules, access conditions, approval paths, and operational handover details.

ServiceNow Discovery, CMDB & Integration Automation

- Configured a Windows MID Server environment for ServiceNow Discovery and evaluated agentless identification of Windows, Linux, and network-connected assets within a controlled network.

- Worked with ITOM and CMDB concepts including Configuration Items, CI relationships, Horizontal Discovery, Discovery schedules, credential handling, WMI, SSH, SNMP, probes, sensors, and Service Mapping fundamentals.
- Documented Discovery implementation architecture, MID Server communication flow, credential requirements, supported discovery protocols, testing approach, and operational risk considerations.
- Integrated ServiceNow with Microsoft Graph API to retrieve Outlook Out-of-Office status and automate reassignment of Priority 1 and Priority 2 incidents from unavailable assignees.
- Developed reusable Script Includes, REST API logic, OAuth 2.0 authentication handling, Scheduled Jobs, and GlideAjax-based informational form messages.
- Implemented workload-based reassignment logic to allocate incidents to eligible members of the same assignment group with the lowest active workload.
- Supported operational continuity, issue tracking, workflow validation, and documentation for high-priority incident reassignment scenarios.

ITSM Automation Projects

Freshservice ITSM Workflow Automation & Service Catalogue Enablement

- Developed ITSM workflow automation solutions using Freshservice service catalogues, approval workflows, operational automations, service request processes, reports, and portal customisation.
- Built and configured catalogue items for operational requests including application issues, change requests, scheduled job failures, system errors, software purchases, network access requests, and service support processes.
- Implemented workflow automations for assignment routing, multi-level approvals, child-ticket creation, CAB approval handling, approval notifications, SLA-related alerts, and fulfilment tracking.
- Developed Freshservice API-based custom connector integrations to support ticket workflow automation and external process orchestration.
- Supported report migration, reporting enhancements, service portal improvements, workflow troubleshooting, sandbox-to-live deployment activities, user guidance, and operational documentation.
- Created and maintained SOPs for building catalogue items, creating and updating workflows, migrating reports, fixing workflow issues, and supporting service management operations.
- Worked on onboarding workflow automation using Freshservice Journeys across HR, IT, Infrastructure, and automation support teams.

Certification

- Microsoft Certified: Power Platform Functional Consultant Associate (PL-200)

Education

Bachelor of Technology in Data Analytics
Vellore Institute of Technology

May 2022