

Venkata A.

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PROFESSIONAL SUMMARY

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

CORE COMPETENCIES & SKILLS

IT Asset & Lifecycle Management | Cloud Platforms & Integrations | Software & Hardware Automation |
SQL Server Administration | Platform Architecture Delivery | ServiceNow Integrations | Data Migration
Technical Leadership & Mentoring

SELECTED ACHIEVEMENTS

- Introduced Bulk Software Distribution processes at ANZ, reducing software deployment time by up to 90 % and enhancing end-user experience 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%
- Developed automated software retirement and unauthorized software removal workflows, ensuring compliance and minimizing security risks 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

- Lead ServiceNow integration architecture for NSW Government environments, focusing on scalable, secure, and supportable platform designs.
- 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.
- Developed a transaction logging and monitoring framework for high-volume integrations, improving traceability, supportability, and audit readiness.
- Managed large-scale import and migration activities across DEV and UAT, including bulk payload processing, update set migration, validation, and defect resolution.
- Collaborated with architects, delivery leads, and client stakeholders to define integration governance, UAT readiness, operational controls, and production transition steps.

Capgemini, Melbourne, Australia

Oct 2025 - Feb 2026

ServiceNow Platform Architect - Platform Owner

Responsibilities & Achievements

- Lead the design, configuration, and governance of multi tenant and dedicated ServiceNow MSP platforms across ANZ, ensuring scalability, security, and operational consistency.
- Own platform architecture, domain separation strategy, and lifecycle governance including upgrades, patching, release management, and compliance.
- Drive ServiceNow capability uplift across SAM, HAM, ITSM, ITOM, and MSP operating models through automation, standardisation, and best practice adoption.
- Partner with business stakeholders, SDMs, and pre sales teams to support solution design, customer workshops, proposals, and partner maturity initiatives.
- Establish operating models, SOPs, and platform governance frameworks to enable repeatable, high quality MSP delivery.
- Mentor and guide engineering teams, fostering technical excellence, accountability, and continuous improvement.

ANZ, Melbourne, Australia

Nov 2014 - Oct 2025

Engineering Chapter Lead

Jan 2018 - Oct 2025

Responsibilities & Achievements

- Spearhead **design & delivery of ServiceNow SAM Pro and HAM Pro solutions** across complex enterprise systems, enabling **automated software/hardware asset lifecycle management** for 50K+ users and ensuring regulatory compliance
- Developing **bulk software distribution processes** to reduce deployment time by 90% & improve end-user experience
- Building **automated software retirement workflows** and **unauthorized software detection and removal processes**, reducing audit risk costs and strengthening security across asset base
- Engineering **integrations between ServiceNow and Azure AD, SCCM, Intune, Nexthink, Ariba and Flexera (FNMS)**, improving data accuracy and reducing manual reconciliation effort by 30%
- Automating **audit reporting and licence management** tasks, accelerating **licence position updates and supporting annual compliance reviews**
- **Collaborating with Enterprise Architecture and IT Governance** to align ITAM solutions with CSDM and Technology Reference Model standards, ensuring future-proof 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
- Leading a **high-performing global ITAM team of 9**, all achieving 'Exceeds Expectations' ratings for two consecutive years, driving consistent delivery excellence and capability growth
- **Mentoring and coaching engineering teams**, establishing best practices for sustainable delivery & elevating capabilities - achieving 85+% improvement in team productivity, achieving highest rating for all team members

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, resulting in 35% improvements in system reliability and agility
- Designed & **delivered social media sentiment analysis platform using Microsoft Azure & Google Natural Language Processing services**, enabling proactive monitoring of customer sentiment and reducing issue response time by from 300s to under 120s (~60% faster)
- Developed **automation tools to reduce manual effort and incident volume** by cut 450+ incidents annually, saving ~\$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 cutting onboarding time by reduced from 10 days to 4 days (~60% faster)
- Created **workforce management dashboards in Splunk** using multiple data sources, enabling data-driven decision making across 12 teams, ~350 staff supported teams

Hexaware Technologies Limited, Mumbai, India

Sep 2013 - Nov 2014

Senior Software Engineer - Oracle Peoplesoft

Responsibilities & Achievements

- Developed **enterprise applications using Microsoft technologies**, delivering cut processing time by 40%, improving user satisfaction scores by 25% improvements in performance, maintainability and user satisfaction
- Implemented **high-availability solutions such as clustering, replication, mirroring and log shipping**, improving system reliability by 20% boost in failover success rates
- Spearheaded development, PMO & implementations for 6 global clients across **maintenance, support, upgrades and new feature enablement** of customized Peoplesoft solutions
- Performed **data migrations of large databases and managed SSRS/SSIS installations** across 15+ production and non-production environments environments, ensuring seamless transitions with zero downtime
- Developed **comprehensive backup and recovery strategies, tuned database performance and managed capacity planning**, enabling 35% improvements in response times and system availability

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% uptime availability
- **Optimised queries, monitored performance and developed comprehensive backup and recovery strategies**, reducing query execution time by 40% (average drop from 5s to 3s) and minimizing potential data loss
- Provided **24×7 production support** and led **DBA team responsible for mission-critical systems**, achieving 30% (~200 fewer per year) reduction in incidents and escalation resolution time cut 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)