MAYANK AGARWAL

Singapore | 18+ years | mayankagarwal.in | mayank.aggarwal.cs@gmail.com | LinkedIn

Sr Manager, ServiceNow | Platform Architect | PMP

ServiceNow platform leader with 18 years in enterprise software, 16 of them on ServiceNow, across customer and partner roles. At Marina Bay Sands I run a $2.2M annual ServiceNow portfolio and lead the engineering team behind the platform. I cut platform cost by retiring technical debt: my refactor of 100+ legacy scripts saved $350K in professional services. I also build self-service automation that returns about 3,000 operational hours a year. Now building agentic AI on ServiceNow, starting from a RAG proof of concept for knowledge retrieval.

CORE COMPETENCIES

- **Strategy and governance:** Portfolio and budget ownership, Agile team leadership, platform governance and developer standards, release cycle optimisation, PMP, ITIL 4.
- **Platform architecture:** ServiceNow ITSM, ITOM, SecOps and GRC; every release from Aspen through Australia; dynamic workflow design; custom applications and portals for 3,000+ users; third-party integrations.
- **AI and automation:** Retrieval-augmented generation (RAG) for knowledge retrieval, agentic workflows, LLMs (Claude, Ollama), Python, Pydantic AI.

PROFESSIONAL EXPERIENCE

Sr Manager, ServiceNow | Marina Bay Sands

Singapore | Jan 2017 – Present

- Run a $2.2M annual ServiceNow portfolio and lead the 6-member Agile team that handles administration, development and support; reached 100% security compliance across targeted systems.
- Architected the system refactor: replaced 100+ legacy third-party scripts, retiring technical debt, speeding up the platform and saving $350K in professional services costs.
- Designed a dynamic runtime workflow and moved 1,200+ catalog items onto it, so approvals and tasks are configured at runtime instead of built per item; saves up to 20 developer hours a month.
- Built four custom applications (contract management, learning management, visitor passes, vehicle entry) used by 3,000+ people, returning about 3,000 operational hours a year.
- Set the platform governance and developer guidelines the team follows, cutting post-deployment defects by 20% year on year for three years.
- Architecting and leading the team’s first agentic AI rollout on ServiceNow (agentic workflows and a RAG knowledge base), in progress since Oct 2026, building on a RAG proof of concept on the company instance.

Senior Technical Consultant | Optimum Solutions

Singapore | Jan 2016 – Jan 2017

- Rebuilt the version upgrade process for a 3,000-employee client, cutting post-upgrade P1 incidents by 66%.
- Moved a 5-developer team from Waterfall to Agile with new developer guidelines, cutting the release cycle from 4 weeks to 2 and shipping 30% more features per release.
- Coordinated a client’s migration of its IT governance and compliance team from Archer to ServiceNow IT-GRC.
- Built custom applications for business teams and Service Catalog UI pages using Jelly Script.

Sr. Associate Technology | Sapient Corporation

Gurugram, India | Nov 2010 – Dec 2015

- Lead system administrator and developer for a client's ServiceNow instance, leading a team of 3.
- Built a no-login CMS portal that let 2,000+ business users find and order catalog items themselves, cutting Tier-1 support calls by 20%.
- Integrated ServiceNow with xMatters so Priority 1 incidents escalate automatically when not acknowledged within SLA.
- Designed the ServiceNow mobile interface for iPhone and iPad.
- Rolled out the training framework used to onboard new ServiceNow team members.

Software Engineer | Infosys Technologies

Bengaluru, India | Jan 2008 – Oct 2010

- Built a reporting system for collaborative analytics that integrated information across the value chain.
- Built business logic for Traffic Alerts.
- Developed a themed social networking site where users customise profiles around interests such as sports and films.
- Developed products in Core Java, JSP, Servlets, Struts and Hibernate.

INDEPENDENT PROJECTS

- Built a RAG proof of concept with Claude, Ollama and Pydantic AI using synthetic data (Sep 2026).

SELECTED WRITING

- The Most Expensive Lie in Enterprise IT: "ServiceNow Is Infinitely Customisable", LinkedIn (48,000+ impressions)
- Your ServiceNow Renewal Is Coming: 4 Places to Check Before You Sign, LinkedIn, 2026 (21,000+ impressions)
- ServiceNow Performance Optimization for Mature Instances, LinkedIn, 2026

CERTIFICATIONS AND EDUCATION

- **Project Management Professional (PMP)**, PMI, 2026 (verify on Credly)
- **ITIL 4 Specialist: High-Velocity IT**, 2025
- **ITIL 4 Digital and IT Strategy**, 2024
- **ITIL 4 Foundation**, 2019
- **ITIL V3 Intermediate: Release, Control and Validation**, 2018
- **ITIL V3 Foundation**, 2015
- **ServiceNow Certified System Administrator**, 2013
- **B.E. Computer Science and Engineering** (distinction), Maharishi Dayanand University, India, 2003–2007

ADDITIONAL INFORMATION

- **Top of class:** 6-month intensive Infosys training programme.
- **Languages:** English, Hindi, French