Buzurg Saim

Email:Buzurgsaim@gmail.com

Highlights of Qualifications

- Excellent communication skills; verbal and written
- Self-initiator, with ability to multitask and prioritize workloads independently and in a team
- Strong analytical skills, enjoy problem solving, testing to determine root cause of problems in different situations

Education & Certifications

University of Toronto, St George Campus   *Sept 2017 – Apr 2021*

- Kinesiology Major, Psychology Minor

Certifications

- ServiceNow Certified System Administrator (CSA)
- ServiceNow Certified Application Developer (CAD)

Technical Skills

- **Platform:**ServiceNow **Modules:** ITSM (Incident, Request, Change) **Automation:** Flow Designer, Approvals, Notifications **Scripting:**Business Rules, Client Scripts, Script Includes, UI Policies **Integrations:** REST/SOAP MID Servers **Tools:** Microsoft Word, Excel, PowerPoint **Tech Stack:** JavaScript, REST APIs, JSON and XML

Relevant Experience

ServiceNow Developer (Training & Implementation Experience)   *Sept 2025 – Present*

CI Financial, Toronto Corporate Office

- Trained under a senior ServiceNow Application Developer with 7+ years of platform experience
- Participated in requirements gathering sessions to translate business needs into scalable ServiceNow solutions
- Contributed to the development and configuration of ITSM modules including Incident, Change, Problem, and Service Requests
- Supported the development of Service Portal pages, Service Catalog items, and workflows to automate manual processes
- Assisted in configuring email notifications, Business Rules, Client Scripts, and UI Policies to ensure proper task lifecycle management
- Validated functionality prior to deployment by testing configurations, scripts, and workflows in lower environments
- Gained exposure to Automated Test Framework (ATF) concepts and assisted with automated test execution to maintain platform stability
- Assisted with REST integrations and API validation to ensure accurate data exchange between systems
- Supported dashboard development and automated KPI reporting to enhance business visibility
- Worked with Update Sets and instance migration processes to maintain development standards and deployment controls
- Developed understanding of user access controls, group membership, ACL configuration, and Active Directory (AD) integrations

Professional Experience

Construction Site Manager   *April 2022 – Mar 2025*

GFI Industries, Mississauga

- Managed site operations, schedules, and task coordination
- Kept track of assets and lifecycle planning for equipment and materials through excel sheets which allowed teams to always have tools and equipment to complete their tasks
- Utilized data collected over years to implement reasonable daily/weekly goals for teams.
- Communicated with other departments to resolve unexpected issues that can delay progress which allows projects to be completed timely

Projects

Earnings Report App

- Built a financial earnings tracking system integrating external REST APIs to retrieve real-time company earnings data.
- Implemented server-side data processing and validation to normalize external API responses into structured records.
- Implemented server-side filtering logic to dynamically query records based on custom date parameters and predefined selection lists

Exercise Management App

- Designed and developed a full-stack web application to manage weekly exercise tasks with completion tracking and gamified experience points (XP) system
- Implemented server-side logic to calculate and update user performance metrics (Strength, Stamina, General Health)
- Integrated with Google Sheets API to log completed tasks and maintain structured performance records