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Buzurg Saim

Summary

Aspiring ServiceNow System Developer transitioning from construction management into IT systems administration. Completed the ServiceNow Certified System Administrator (CSA) certification and currently preparing for the Certified Application Developer (CAD) exam. Hands-on experience with ServiceNow platform configuration, workflow automation, and scripting fundamentals, with a strong commitment to continuous learning and professional growth.

Certifications

- **ServiceNow Certified System Administrator (CSA)** — Completed, Dec 2025
- Professional ServiceNow System Administrator** — Completed Dec 2025
- **Associate ServiceNow Application Developer** - Completed Jan 2026
- ServiceNow Certified Application Developer (CAD)** — In Progress (Target: Feb 2026)

Relevant Experience

- **ServiceNow Application Developer — Shadowing / Observational Experience** - 3 months (ongoing)

Shadowed a System Developer to observe real-world development workflows and system administration tasks
Gained exposure to requirement analysis, issue troubleshooting, and best practices
Developed a clearer understanding of system lifecycles and operational support

Professional Experience

- **Construction Manager / Site Manager** — Greater Toronto Area - 3 years

Managed day-to-day site operations, schedules, and task coordination
Oversaw teams, communicated with other departments to resolve issues and complete projects timely
Improved my organizational, leadership, and problem-solving skills

Technical Skills

Platform: ServiceNow **Modules:** ITSM (Incident, Request, Change) **Automation:** Flow Designer, Approvals, Notifications **Scripting:** Business Rules, Client Scripts, Script Includes, UI Policies **Tools:** Microsoft Word, Excel, PowerPoint

Education

University of Toronto - Bachelor of Kinesiology 2017-2021