

# Marwan Tarek Awad

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 ServiceNow Resume

## EDUCATION

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**Bachelor of Computers and Artificial Intelligence | Cairo University**  
Information System Department

2020 – 2024  
Egypt

## WORK EXPERIENCE

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**Software Product Owner** 12/2025 – Present  
*Master Code - Full Time*  
• I contribute to defining product requirements, writing user stories, and aligning business needs with development teams.

## INTERNSHIPS

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**Software Tester** 11/2025 – Present  
*Digital Egypt Pioneers Initiative*  
• I am gaining hands-on experience in manual testing, writing test cases, executing test scenarios, reporting bugs, and collaborating with the team to ensure software quality and reliability.

**ServiceNow Developer** 10/2025 – 01/2026  
*Algoriza*  
• Designed and implemented IT Equipment Automation Request project to automate workflows and improve efficiency  
• Gained hands-on experience with ServiceNow platform development  
• Earned 4 ServiceNow certifications: Service Portal, UI Builder, Flow Designer, and Welcome to ServiceNow

**Flutter Developer** 05/2025 – 07/2025  
*Advanced Computer Technology*  
• Developed a ToDo app using BLoC and MVVM patterns, applying clean architecture principles  
• Completed 3 Udemy certifications in Flutter and Dart development  
• Gained hands-on experience in state management, UI design, and app architecture best practices

**POS Installer** 09/2023 – 10/2023  
*Advanced Computer Technology*  
• Installed and configured POS systems, measured by successful setup and readiness for operational use, by working hands-on with EMC hardware and software components.

## PROJECTS

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### IT Equipment Request Automation - ServiceNow Project

- GitHub Link 
- Update Set Link 
- Automated the IT equipment request lifecycle, measured by end-to-end workflow execution with zero manual intervention, by building a custom ServiceNow request application using Flow Designer, Client Scripts, Business Rules, UI Policies, and Service Portal for approvals, task creation, cost calculation, and notifications.
- Improved security, data accuracy, and system integration, measured by controlled role-based access and successful API-driven request creation, by configuring ACLs and custom modules, and developing an Inbound Scripted REST API with validated inputs.

### ToDo App - Flutter

- GitHub Link 
- Technologies: Flutter, Dart, Firebase Authentication, Firestore, Bloc/Cubit, GoRouter, Responsive UI.

- Developed a cross-platform task management app using Flutter, Dart, Firebase Auth, Firestore, Bloc/Cubit, and GoRouter, featuring real-time updates, secure authentication, and offline data persistence.
- Designed responsive, interactive UI with animations and followed modular architecture and best practices for maintainable and scalable code.

## TECHNICAL SKILLS

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- **Programming:** Java, JavaScript, HTML, CSS, Dart.
- **ServiceNow Development:** Flow Designer, REST Integration, Business Rules, Client Scripts, Script Include.
- **Testing:** iOS Testing, Android Testing, API Testing, Software Testing, Postman API.
- **Flutter Development:** Firebase, Hive, MVVM, Cubit, Clean Architecture.
- **Software Product Owner:** Backlog Management, Agile Methodologies, Product Management, Sprint Planning, User Acceptance Testing.

## CERTIFICATES

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| • The Product Owner Profession: Unleashing the Power of Scrum ↗ | • Micro-Certification - Service Portal ↗         | • Micro-Certification - UI Builder ↗   |
| • Micro-Certification - Flow Designer ↗                         | • Micro-Certification - Welcome to ServiceNow ↗  | • Flutter & Dart Development. ↗        |
| • Bloc and MVVM Pattern. ↗                                      | • Deep Dive into Clean Architecture in Flutter ↗ | • ACT summer internship program 2023 ↗ |