

# Marwan Tarek Awad

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🔗 ServiceNow Resume

## EDUCATION

**Bachelor of Computers and Artificial Intelligence | Cairo University** 2020 – 2024  
*Information System Department* Egypt

## WORK EXPERIENCE

**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

**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

### 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 <a href="#">↗</a> | • Micro-Certification - Service Portal <a href="#">↗</a>         | • Micro-Certification - UI Builder <a href="#">↗</a>   |
| • Micro-Certification - Flow Designer <a href="#">↗</a>                         | • Micro-Certification - Welcome to ServiceNow <a href="#">↗</a>  | • Flutter & Dart Development. <a href="#">↗</a>        |
| • Bloc and MVVM Pattern. <a href="#">↗</a>                                      | • Deep Dive into Clean Architecture in Flutter <a href="#">↗</a> | • ACT summer internship program 2023 <a href="#">↗</a> |