

# MOHAMED ASLAM M J

SERVICENOW CONSULTANT

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## PROFILE SUMMARY

ServiceNow Consultant with 3.7 years of hands-on implementation and platform administration across Human Resources Service Delivery (HRSD), IT Service Management (ITSM), Governance, Risk, and Compliance (GRC), Legal Service Delivery (LSD), and Custom Application development.

Strong expertise in ServiceNow configuration and customization, including UI Policies, UI Actions, server-side scripting (Business Rules, Script Includes), client-side scripting, Reports, Notifications, Schedules, Data Imports, Flow Designer, Playbook Designer, Record Producers, and Order Guides.

Proven experience in requirement gathering, analysis, and delivery of scalable ServiceNow solutions. Adept at process optimization, automation, and delivering efficient solutions aligned with business requirements.

## PROFESSIONAL EXPERIENCE

Deloitte - ServiceNow Consultant	August 2025 - Present
EY GDS - Associate Consultant 1 → Associate Consultant 2 → Consultant 1	July 2022 - July 2025

## PLATFORM CAPABILITIES

### HUMAN RESOURCES SERVICE DELIVERY (HRSD):

- Designed, configured, and enhanced end-to-end HRSD solutions and Implementation across multiple COEs, ensuring alignment with HR business processes and ServiceNow best practices.
- Built and maintained HR Services with proper configuration of eligibility rules, case templates, and fulfillment logic to standardize HR case creation.
- Developed advanced Record Producers with dynamic variables and variable sets, leveraging Client Scripts and UI Policies for conditional visibility, validation, and improved data accuracy.
- Configured and optimized HR Templates to auto-fill HR case fields, reduce manual effort, and enforce data consistency.
- Implemented HR Lifecycle Events with associated Activity Sets and Activities, ensuring correct sequencing, dependency handling, and streamlined employee transitions.
- Created and enhanced HR Playbooks using Playbook Designer to guide agents through structured, stage-based case resolution.
- Built and improved Service Catalog components, including Catalog Items, Record Producers, and fulfillment workflows supporting HRSD use cases.
- Configured Catalog UI Policies and Client Scripts to enforce dynamic business rules within Service Catalog and HRSD processes.
- Implemented Scheduled Reports, Scheduled Jobs, and Scheduled Data Imports to automate HR operations, reporting, and maintenance activities.
- Designed and executed Transform Maps for HR data imports, historical data correction, and bulk updates.
- Created and maintained Holiday Schedules and Work Schedules to ensure accurate SLA calculations and business calendar alignment.
- Performed HRSD instance health checks, proactively identifying and resolving performance, configuration, and data quality risks.
- Led the ServiceNow upgrade from Vancouver to Xanadu for HRSD, ensuring a smooth transition with minimal business impact.
- Successfully developed, tested, and deployed HRSD enhancements with zero post-deployment issues.
- Provided ongoing technical support, quickly troubleshooting and resolving HRSD and Service Catalog issues to ensure seamless workflows.
- Hands-on experience in ServiceNow scripting, including Client Scripts, Business Rules, Script Includes, UI Policies, and UI Actions, to develop and enhance HRSD functionality.

### LEGAL SERVICE DELIVERY (LSD):

- Configured Legal Service Delivery (LSD) module by building Service Catalog items and Record Producers to standardize legal request intake and improve data quality and request tracking.
- Designed and implemented Flow Designer automations for legal request routing, approvals, task creation, SLAs, and notifications.
- Optimized LSD operations by configuring automated task creation, SLA tracking, notifications.
- Performed root cause analysis and defect resolution for issues related to legal workflows, approvals, and catalog behavior.

### GRC: POLICY AND COMPLIANCE MANAGEMENT

- Led Policy Management in the GRC module as the sole resource, ensuring smooth operations and high-quality outcomes.
- Designed and automated policy workflows for seamless creation, approval, and periodic reviews.
- Developed custom notifications and UI enhancements to improve user experience and system functionality.
- Recognized by senior management and clients for contributions to policy management improvements.
- Created, tested, and implemented user stories based on client requirements for better process efficiency.
- Worked on Documentation & Test Cases, creating Technical Design Documents, Testing the UAT environments thoroughly & preparing the test case documents.

## **IT SERVICE MANAGEMENT (ITSM):**

- Provided L2 platform support, handling incidents, service requests, and user-reported front-end issues.
  - Increased support efficiency by 50% through process improvements.
  - Resolved cases within SLA, consistently meeting or exceeding targets.
  - Implemented and tested bug fixes to ensure quality.
  - Delivered excellent customer support, improving client satisfaction.
  - Collaborated with stakeholders to gather requirements and implement process improvements.
  - Conducted root cause analysis and proactively resolved recurring ITSM issues.
  - Worked on basic front-end configurations including UI Policies, Client Scripts, and form layouts to meet business requirements.
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## **SKILLS & EXPERTISE**

- **Core Modules:**  
HRSD, LSD, ITSM, Policy & Compliance Management (GRC)
  - **Platform Skills:**  
HR Services, HR Templates, Employee Center, Flow Designer, Playbook Designer, Reports & Dashboards, Service Catalog Development (Catalog Items, Record Producers, Order Guides, Fulfillment Processes), Scheduled Jobs, Data Imports & Transform Maps, Scheduled Reports, Platform Maintenance, Platform Upgrades, Update Sets, Automated Test Framework (ATF), Holiday Schedules, SLA Configuration
  - **Scriptings:**  
JavaScript, Business Rules, Script Includes, Client Scripts, UI Policies, UI Actions, HTML, CSS, AJAX
  - **Interpersonal Skills:**  
Effective Communication & Collaboration, Analytical Problem-Solving, Time Management, Requirement Gathering, Issue Resolution, Ownership & Accountability
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## **CERTIFICATIONS**

- ServiceNow Certified System Administrator (CSA)
- ServiceNow Certified Application Developer (CAD)
- ServiceNow Certified Implementation Specialist - IT Service Management (CIS-ITSM)

## **MICRO - CERTIFICATIONS**

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|------------------------|---------------------------|---|
| • Flow Designer        | • Performance Analytics   | • Suite – Legal Service Delivery        |
| • Playbooks Essentials | • Predictive Intelligence | • Suite – Citizen Developer Core Skills |
| • Playbooks Advanced   | • Agentic AI Executive    | • Automated Test Framework              |
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## **AWARDS**

- EY Appreciate Award (2023)
  - Achiever Extraordinaire Award (2024)
  - GDS User Recognition Award (2024)
  - Achiever Extraordinaire Award (2025)
  - Deloitte Appreciation Award (2025)
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## **EDUCATION**

- Bachelor of Engineering (Electronics and Communication)  
Anna University / St. Joseph's Institute of Technology, OMR, Chennai (2018 - 2022)  
CGPA: 8.03/10
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