

# MOHAMED ASLAM M J

## SERVICENOW CONSULTANT

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### PROFILE SUMMARY

ServiceNow Consultant with 3.7 years of hands-on experience in ServiceNow development and administration, specializing in **Human Resources Service Delivery (HRSD)**, followed by **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 Import**, **Flow Designer**, **Playbook Designer**, **Record Producers**, and **Order Guides**.

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

### PROFESSIONAL EXPERIENCE

Deloitte - Servicenow Consultant

Aug 2025 - Current

EY GDS - Associate Consultant 3

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**.
- Designed **record producers** to simplify data collection and automate HR case creation, including dynamic scripting to auto-populate fields based on user input.
- 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** and **Service Catalog** functionality.

#### **GRG: POLICY AND COMPLIANCE MANAGEMENT**

- Led **Policy Management** in the **GRG** 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.

#### **LEGAL SERVICE DELIVERY (LSD):**

- Designed and configured flows to automate legal request routing, approvals, and fulfillment processes.
- 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 automation to streamline legal request routing, approval workflows, and fulfillment processes.
- 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.

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

- Provided L2 ITSM and 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**

- HRSD
- LSD
- ITSM
- Policy and Compliance Management (GRC)
- JavaScript, HTML, CSS, AJAX
- Flow Designer & Playbook Designer
- Record Producers & HR Services
- HR Templates & Employee Center
- Reports, Scheduled Reports & Notifications
- Scheduled Jobs & Automation
- Transform Maps & Data Imports
- Holiday Schedules & SLA
- ServiceNow Development (Server-Side & Client-Side Scripting, UI Policies, UI Actions)
- Service Catalog Development (Catalog Items, Record Producers, order guide, Fulfillment Processes)
- ServiceNow Platform Upgrades, Update Sets & Platform Maintenance
- Extensive experience with ServiceNow (Forms, Tables, Roles, Users, Groups)
- Effective Communication & Collaboration
- Analytical Problem-Solving & Time Management

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#### **CERTIFICATIONS & AWARDS**

- ServiceNow Certified System Administrator (CSA)
- ServiceNow Certified Application Developer (CAD)
- ServiceNow Certified Implementation Specialist - IT Service Management (CIS-ITSM)
- Micro-Certification (Flow Designer, Playbooks Essentials, Playbooks Advanced, Suite – Legal Service Delivery, Predictive Intelligence, Performance Analytics, Suite – Citizen Developer Core Skills, Agentic AI Executive, ATF (Automated Test Framework)).
- Achiever Extraordinaire Award
- EY Appreciate Award
- GDS User Recognition Award

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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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