

# 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 **specializing primarily 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.

#### 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.

#### 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

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

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### CERTIFICATIONS & AWARDS

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| • ServiceNow Certified System Administrator ( <b>CSA</b> )   | • <b>Achiever Extraordinaire Award</b> |
| • ServiceNow Certified Application Developer ( <b>CAD</b> )  | • <b>EY Appreciate Award</b>           |
| • ServiceNow Certified Implementation Specialist - IT Service Management ( <b>CIS-ITSM</b> )   | • <b>GDS User Recognition Award</b>    |
| • <b>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)).</b> |  |

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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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