

MOHAMED ASLAM M J

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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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