

# MOHAMED ASLAM M J

SERVICENOW DEVELOPER

|| CSA || CAD || CIS-ITSM ||

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## PROFILE SUMMARY

Skilled ServiceNow Consultant with around 3 years of hands-on experience in ServiceNow development and administration, specializing in **IT Service Management (ITSM)**, **Governance, Risk, and Compliance (GRC)**, and **Human Resources Service Delivery (HRSD)**. Proficient in a wide range of ServiceNow functionalities such as **UI policies, UI Actions, Server side Scripting, Client-Side Scripting, Reports, Notifications, and Flow Designer**. Proven track record in requirement gathering, showcasing enthusiasm, eloquence, and goal-oriented mindset. Seeking to leverage technical expertise to drive innovation, streamline operations, and maximize efficiency in ServiceNow implementations.

## PROFESSIONAL EXPERIENCE

### Associate Consultant -3 | EY GDS

ServiceNow Developer/ Administrator | Mining Company

Mar 2024 - Current

- **Developed and implemented HRSD Developments** with zero issues.
- Led the **upgrade from Vancouver to Xanadu in HRSD**, ensuring a seamless transition with minimal impact.
- Developed **Service Catalog components**, including **catalog items, record producers**, and fulfillment processes.
- Provided **technical support** to team members, **troubleshooting and resolving issues** efficiently.
- Worked on **HRSD Life Cycle Event Management**, streamlining employee transitions through automation and process optimization.

ServiceNow Developer/ Administrator | Banking Company

Oct 2023 - Feb 2024

- Managed **Policy Management** under the GRC Module as a single resource, delivering high-quality results.
- Designed and **implemented workflows for policy lifecycle management**, ensuring seamless creation, approval, and periodic review of policies.
- Created **custom notifications and developed button functionalities** to enhance system functionality and improve user interaction.
- **Received recognition** from senior management and clients for project contributions.
- **Developed and tested user stories** based on client requirements.

ServiceNow Administrator | Technology Services Company

Jan 2023 - Aug 2023

- Provided **ITSM support**, efficiently handling roles and responsibilities.
- 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.

ServiceNow Tester | Consumer Goods Company

Aug 2022 - Jan 2023

- Created and followed detailed **test cases in Jira** to verify software functionality.
- **Identified and reported bugs**, collaborating with developers for quick resolution.
- Performed **manual testing** to ensure system accuracy and reliability.
- Participated in **User Acceptance Testing (UAT)** to validate solutions.
- Delivered clear reports on testing outcomes for **continuous improvement**.

## SKILLS & EXPERTISE

- HRSD ServiceNow Administration
- ITSM ServiceNow Administration
- GRC ServiceNow Administration
- Policy and Compliance Management
- JavaScript, HTML, CSS, AJAX
- Flow Designer
- ServiceNow Development (**Server-Side & Client-Side Scripting, UI Policies, UI Actions**)
- Service Catalog Development (**Catalog Items, Record Producers, 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**

## 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, Citizen Developer Application Creator, Predictive Intelligence, Performance Analytics, ATS)
- **Achiever Extraordinaire Award**
- **EY Appreciate Award**
- **GDS User Recognition Award**

## EDUCATION

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