

# MOHAMED ASLAM M J

SERVICENOW CONSULTANT

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## PROFILE SUMMARY

ServiceNow Consultant with 3.6 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

EY GDS - Associate Consultant 3

July 2022- July 2025

Deloitte India - Servicenow Consultant

Aug 2025 - Jan 2026

## PLATFORM CAPABILITIES

### HRSD:

- Designed, configured, and enhanced **end-to-end HRSD solutions** 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.

### LSD:

- Worked on the **Legal Service Delivery (LSD)** module, **building Service Catalog items** to support legal request intake and standardize case creation.
- **Designed and configured flows to automate legal request routing, approvals, and fulfillment processes**.
- Optimized Legal Service Delivery (LSD) processes by configuring **automated task creation, notifications**, and status updates, improving **request tracking and resolution efficiency**.

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#### **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 ServiceNow Administration
- ITSM ServiceNow Administration
- Policy and Compliance Management (GRC)
- JavaScript, HTML, CSS, AJAX
- Flow Designer & Playbook Designer
- Record Producers & HR Services
- HR Templates & Employee Center
- Flow Designer & Playbook Designer
- 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, Citizen Developer Application Creator, Predictive Intelligence, Performance Analytics, 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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