

# MOHAMED ASLAM M J

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SERVICENOW CONSULTANT

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**Portfolio:** <https://mohamedaslammj.github.io/servicenow>

## 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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|-------------------------------|----------------------------------|--|
| • <b>Flow Designer</b>        | • <b>Performance Analytics</b>   | • <b>Suite – Legal Service Delivery</b>        |
| • <b>Playbooks Essentials</b> | • <b>Predictive Intelligence</b> | • <b>Suite – Citizen Developer Core Skills</b> |
| • <b>Playbooks Advanced</b>   | • <b>Agentic AI Executive</b>    | • <b>Automated Test Framework</b>              |
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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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