MOHAMED ASLAM M J
SERVICENOW CONSULTANT

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OBJECTIVE

Skilled ServiceNow Consultant with 2.10 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. Ability to learn new concepts and capable of working in a group as well as independently. Seeking to leverage technical expertise to drive innovation, streamline operations, and maximize efficiency in ServiceNow implementations.

PROFESSIONAL SUMMARY

- **ServiceNow Expertise:** Proficient in ITSM, HRSD, GRC Policy Management, and Service Catalog within ServiceNow, with expertise in configuring Incident, Change, Service Request, Access, and Configuration Management.
- **Service Catalog Management:** Skilled in creating and managing ServiceNow Service Catalogs, including catalog items, record producers, and workflows to streamline service delivery.
- **Record Producers:** Experienced in developing and customizing record producers to simplify data collection and automate ticket creation for various business needs.
- **Import set:** Importing data into service-now by using import set
- **Reports and Dashboards:** Keeping track of reports and dashboards.
- **Email Notification:** Created Email notifications in Service Now.
- **Best Practices Adherence:** Strong understanding of ServiceNow best practices with up-to-date knowledge of new features for optimal system usage.
- **Development Lifecycle:** Comprehensive experience in all phases of ServiceNow development, including requirements gathering, coding, testing, and implementation.
- **User Interface Customization:** Modified user interfaces for incident and change management by customizing forms, lists, and record producers for enhanced usability.
- **Scripting and Automation:** Good experience in using Service Now utilities to write scripts in JavaScript to automate tasks, such as **Business rules, Client scripts, Workflow, Scheduled jobs, UI Policies, UI Actions, Script includes, ACLs, Email notifications, Views and Form Customizations**.
- **HRSD Development:** Successfully developed HRSD lifecycle event management solutions to streamline employee transitions through automation.
- **Policy Management:** Managed GRC Policy Management workflows for policy lifecycle creation, approval, and periodic review processes.
- **Technical Support:** Provided technical support by troubleshooting issues efficiently and mentoring team members on ServiceNow functionalities.
- Monitored and performed service Now admin activities which involves **group, user & administrator**.
- **Enhanced Efficiency:** Improved support efficiency by 50% through process optimizations while consistently meeting SLA targets and delivering excellent customer satisfaction.

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 Maintenan**ce
- Extensive experience with ServiceNow **(Forms, Tables, Roles, Users, Groups)**
- Effective Communication & Collaboration
- Analytical Problem-Solving & Time Management

PROFESSIONAL EXPERIENCE

Working in **EY GDS**   July 2022 - Present

PROJECT SUMMARY

Project: Anglo American - Mining Company
Role: ServiceNow Developer/Administrator - **(HRSD)**   Mar 2024 - Present

Roles and Responsibilities:

- Successfully developed and deployed HRSD enhancements with zero issues.
- Led the Vancouver to Xanadu upgrade in HRSD, ensuring a smooth transition with minimal impact.
- Built and improved Service Catalog components, including catalog items, record producers, and fulfillment processes.
- Designed record producers to simplify data collection and automate case/ticket creation for HRSD.
- Created dynamic scripts in record producers to auto-fill fields based on user input, improving accuracy and efficiency.
- Provided technical support, quickly troubleshooting and resolving issues for a seamless workflow.
- Worked on HRSD Life Cycle Event Management, automating and streamlining employee transitions.
- Hands on experience in scripting – Client Script, Business Rules, Script Include, UI Policies, UI Actions.
- Configured catalog UI policies and UI actions for dynamic rule enforcement in Service Catalog.
- Developed script includes, business rules, and client scripts to enhance Service Catalog and HRSD features.

Project: CNA - Banking Company
Role: ServiceNow Developer/Administrator - **(GRC)**   Oct 2023 - Feb 2024

Roles and Responsibilities:

- 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.

Project: Cognizant - Technology Services Company
Role: ServiceNow Administrator - **(ITSM)**   Jan 2023 - Aug 2023

Roles and Responsibilities:

- 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.
- Collaborated with stakeholders to gather requirements and implement process improvements.
- Conducted root cause analysis and proactively resolved recurring ITSM issues.

Project: Life's Good(LG) - Consumer Goods Company
Role: ServiceNow Tester

Aug 2022 - Dec 2022

Roles and Responsibilities:

- Developed and executed comprehensive test cases in Jira to validate software functionality, ensuring high-quality releases.
- Performed end-to-end manual testing to verify system accuracy, functionality, and performance.
- Identified, documented, and reported defects using Jira, collaborating with developers for quick resolution and retesting.
- Conducted regression testing to ensure existing functionalities remained unaffected after updates.
- Reviewed functional and technical requirements to ensure all test scenarios were covered.
- Prepared and maintained detailed test documentation, including test plans, test cases, and defect logs.
- Provided feedback for process improvements, contributing to higher testing efficiency and product reliability.

CERTIFICATIONS & AWARDS

- ServiceNow Certified System Administrator **(CSA)**
- ServiceNow Certified Application Developer **(CAD)**
- **EY Appreciate Award**
- **GDS User Recognition Award**
- ServiceNow Certified Implementation Specialist - IT Service Management **(CIS-ITSM)**
- **Micro-Certification**(Flow designer, Citizen Developer Application Creator, Predictive Intelligence, Performance Analytics, ATS)

EDUCATION

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