

MOHAMED ASLAM M J

SERVICENOW CONSULTANT

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PROFILE SUMMARY

ServiceNow Consultant with 3.7 years of hands-on experience in ServiceNow development and administration, specializing 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

Deloitte - Servicenow Consultant

Aug 2025 - Current

EY GDS - Associate Consultant 3

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**.
- 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.

LEGAL SERVICE DELIVERY (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. 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 automation to streamline legal request routing, approval workflows, and fulfillment processes.
- Optimized LSD operations by configuring automated task creation, SLA tracking, notifications, and status synchronization.
- Performed root cause analysis and defect resolution for issues related to legal workflows, approvals, and catalog behavior.

IT SERVICE MANAGEMENT (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
- ITSM ServiceNow
- Policy and Compliance Management (GRC)
- JavaScript, HTML, CSS, AJAX
- Flow Designer & Playbook Designer
- Record Producers & HR Services
- HR Templates & Employee Center
- 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

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

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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