

# 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  
Deloitte India - Servicenow Consultant

July 2022- July 2025  
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.

#### 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.

#### 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

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| • HRSD ServiceNow Administration             | • ServiceNow Development ( <b>Server-Side &amp; Client-Side Scripting</b> , <b>UI Policies</b> , <b>UI Actions</b> )                 |
| • ITSM ServiceNow Administration             | • Service Catalog Development ( <b>Catalog Items</b> , <b>Record Producers</b> , <b>order guide</b> , <b>Fulfillment Processes</b> ) |
| • Policy and Compliance Management (GRC)     | • ServiceNow Platform <b>Upgrades</b> , <b>Update Sets &amp; Platform Maintenance</b>  |
| • JavaScript, HTML, CSS, AJAX                | • Extensive experience with ServiceNow ( <b>Forms</b> , <b>Tables</b> , <b>Roles</b> , <b>Users</b> , <b>Groups</b> )                |
| • Flow Designer & Playbook Designer          | • <b>Effective Communication &amp; Collaboration</b>   |
| • Record Producers & HR Services             | • <b>Analytical Problem-Solving &amp; Time Management</b>  |
| • HR Templates & Employee Center             |  |
| • Flow Designer & Playbook Designer          |  |
| • Reports, Scheduled Reports & Notifications |  |
| • Scheduled Jobs & Automation                |  |
| • Transform Maps & Data Imports              |  |
| • Holiday Schedules & SLA                    |  |

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### CERTIFICATIONS & AWARDS

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| • ServiceNow Certified System Administrator ( <b>CSA</b> )   | • <b>Achiever Extraordinaire Award</b> |
| • ServiceNow Certified Application Developer ( <b>CAD</b> )  | • <b>EY Appreciate Award</b>           |
| • ServiceNow Certified Implementation Specialist - IT Service Management ( <b>CIS-ITSM</b> )   | • <b>GDS User Recognition Award</b>    |
| • <b>Micro-Certification</b> (Flow designer, Citizen Developer Application Creator, Predictive Intelligence, Performance Analytics, ATF (Automated Test Framework)). |  |

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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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