

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 **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

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.

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.

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**.

SKILLS & EXPERTISE

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

CERTIFICATIONS & AWARDS

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

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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