

MOHAMMAD RIAZUL ALAM

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SUMMARY

Experienced ServiceNow Developer with 7+ years in IT, specializing in custom app development using App Engine and ServiceNow Studio. Proven expertise in ITSM implementation, workflow automation, and enterprise integrations with systems like Azure AD, Active Directory, and MFA. Skilled in Performance Analytics, CMDB, Instance Health, and supporting CRM and SPM/APM for business and customer management. Proficient in C, C++, Python, JavaScript, and web development. Strong knowledge of IT infrastructure, cybersecurity, and process improvement. A collaborative team player who values knowledge sharing and continuous improvement.

SKILLS

- Customer Service Management (CSM)
- Front end development
- HTML, CSS
- Incident Management
- Business rules, client script, ACL development
- ServiceNow and other system integration
- ServiceNow ITSM
- Javascript
- Configuration management database (CMDB)
- MFA Administration
- react.js
- Node.js
- Password and recovery Administration

LANGUAGES

Bengali: First language
English : Advanced
Swedish: Basic

EXPERIENCE

July 2022 - April 2025

ServiceNow Consultant Volvo Cars | Göteborg, Sweden

I am a confident and experienced ServiceNow expert with several years of hands-on expertise, particularly in incident management within the ITSM framework. I specialize in designing and implementing efficient workflows, leveraging Customer Service Management (CSM) and Service Model Foundation (SMF) to drive rapid incident resolution and seamless service delivery. My work involves close collaboration with cross-functional teams to align CMDB data with service operations, enhancing incident tracking and overall platform performance. With strong skills in ServiceNow and IAM technologies, I develop custom business rules, client scripts that address technical challenges, streamline processes, and support digital transformation efforts. I actively contribute to best practices by delivering solution demos, offering technical guidance, and continuously optimizing the ServiceNow system. I value teamwork, open collaboration, and enjoy sharing knowledge to strengthen internal capabilities and foster innovation across the organization.

April 2022 - June 2022

IT Consultant Föreningen Framstegsskolan | Göteborg, Sweden
Managed Microsoft Office Education and cloud-based student and teacher accounts, overseeing roles and access. Provided IT and network support across school departments, troubleshooting hardware and software issues for laptops, iPads, smartboards, printers, and projectors. Planned project timelines and trained staff on new IT systems.

May 2016 - April 2019

Web Developer Dynamic Flow | Freelance

Developed software solutions in C, C++, Python, and JavaScript, troubleshooting issues and optimizing performance. Designed customer-focused solutions and standardized documentation.

Sep 2012 - April 2016

Technology Analyst SEAF | Dhaka, Bangladesh

Configured and maintained Active Directory, DHCP, DNS, and proxy servers (IIS, Apache). Managed user accounts, access control, and security. Improved desktop infrastructure, automated processes, and documented operations. Maintained asset management records for IT equipment and software.

Sep 2010 - August 2012

Software Engineer Primetech Solution Ltd | Dhaka, Bangladesh

Optimized ASP.NET (MVC & Core) applications, developed .NET solutions, and enhanced performance using C, C++, Python, and JavaScript. Troubleshoot issues and manage secure SQL databases

EDUCATION

August 2009 - February 2011

Master of Computer Science | Master's in Computer Science with a focus on Networking. Studied network security and data networks.
August 2005 - December 2009

Bachelor of Computer Science & Engineering | Bachelor's degree, Computer and Information Sciences and Support Services

REFERENCES

Available Upon Request