Raja Aqib

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Profile:

ServiceNow Developer & Administrator with 3 years of hands-on experience in end-to-end platform implementation, customization, and administration. Proven expertise in ITSM, CSM, HAM & SAM, ITAM and ITOM modules with strong capabilities in JavaScript, workflow automation, and system integration. Successfully delivered complete solutions including asset management systems and service portal configurations.

Technical Skills

ServiceNow Platform:

- Business Rules, Client Scripts, UI Policies, UI Actions, Script Includes, Flow Designer, Workflow Editor, Update Sets, Import Sets, Transform Maps

ServiceNow Administration:

- User Management, Group Management, Role Management, ACLs, System Properties, Dictionary Entries, Instance Monitoring & Upgradation, Performance Optimization

ServiceNow Modules:

- ITSM (Incident, Problem, Change, CMDB), CSM (Case Management, Customer Portal), ITOM (Discovery, CMDB Health), HAM & SAM, Service Catalog, Asset Management

Integration & APIs:

- REST API, SOAP Web Services, Scripted REST API, MID Server Configuration, Data Synchronization

Web Technologies:

- HTML5, CSS3, JavaScript (ES6+), React.js, Node.js, Express.js, MongoDB, MySQL

Professional Experience:

Platform Development & Customization:

- ➢ Developed and customized ServiceNow applications using server-side JavaScript, GlideScript, and ServiceNow APIs
- ➢ Created and maintained Business Rules, Client Scripts, UI Policies, and Script Includes for custom functionality
- ➢ Built complex workflows using Flow Designer and Workflow Editor for process automation

ITSM Implementation:

- ➢ Configured and customized Incident, Problem, and Change Management processes
- ➢ Implemented SLA definitions, monitoring, and escalation procedures
- ➢ Designed and deployed Service Catalog items with complex variable sets

CSM & Customer Portal:

- ➢ Developed Case Management workflows and business rules for customer service operations
- ➢ Configured customer portal interfaces and self-service capabilities
- ➢ Implemented CSM-specific configurations for case routing and assignment

Asset & Procurement Management:

- ➢ Engineered complete asset procurement lifecycle including request, approval, and fulfillment workflows
- ➢ Configured CMDB classes, attributes, and relationships for asset tracking
- ➢ Developed catalog items for hardware/software requests with approval processes

Integration & Data Management:

- ➢ Built REST and SOAP integrations with external HR and asset management systems
- ➢ Configured MID Server for discovery and integration purposes
- ➢ Managed data imports using Import Sets and Transform Maps

Platform Administration:

- ➢ Performed user/group/role management and security configurations using ACLs
- ➢ Managed update sets for configuration migration across environments
- ➢ Monitored instance health and performed performance optimization
- ➢ Configured system properties, notifications, and email templates

Key Projects:

ServiceNow Developer

Technological's — *ITSM & Enterprise Integrations*
November 2025 – Present

- Developing and enhancing **ITSM processes** including Incident, Problem, and Change Management in a production enterprise environment.
- Designing and implementing **custom integrations with Okta** for user verification, identity validation, and access-related workflows using **Scripted REST APIs**.
- Integrating **Microsoft SharePoint** with ServiceNow for document management, data exchange, and process alignment.
- Building reusable **Script Includes, Business Rules, and Client Scripts** to support integration logic and platform customization.
- Implementing **Flow Designer automations and subflows** to orchestrate ITSM processes and integration-driven actions.
- Managing **Update Sets and deployments** across multiple environments while maintaining configuration integrity.
- Enforcing **security and access controls** using ACLs and role-based configurations.
- Collaborating with stakeholders to deliver scalable, secure, and maintainable ServiceNow solutions aligned with best practices.

ServiceNow Developer

Greystar Real Estate Partners — *ITSM & Integrations*
January 2025 – November 2025

- Led configuration and optimization of **ITSM processes** including Incident, Change, and Problem Management.
- Designed and implemented **Flow Designer–based automations** for approvals, task orchestration, and escalations.
- Developed **custom Service Catalog items** aligned with internal IT and business service requirements.
- Implemented a **custom REST API integration with Auvik** to fetch network and device data into ServiceNow.
- Built **Scripted REST integrations and Script Includes** to process, transform, and store Auvik data within ServiceNow tables.
- Improved **CMDB data accuracy and visibility** by integrating external network monitoring data.
- Enhanced **SLA compliance and operational efficiency** through automated monitoring and escalation logic.
- Supported production issues, enhancements, and continuous service improvement initiatives following best practices.

ServiceNow Developer

Exact Sciences — *Hardware Asset Management (HAM) & Software Asset Management (SAM)*
June 2024 – December 2024

- Implemented and supported **HAM and SAM modules**, including asset lifecycle management and compliance tracking.
- Configured **software models, entitlements, and reconciliation rules** for license optimization.
- Automated asset updates using **Business Rules, Flows, and Scheduled Jobs**.
- Improved asset data accuracy by configuring **Discovery integrations and CMDB health checks**.
- Supported audits and compliance reporting through optimized asset data structures.

ServiceNow Developer

Zones Inc. — *Asset Management & Procurement*
January 2024 – May 2024

- Implemented **end-to-end asset procurement workflows** covering request, approval, fulfillment, and asset lifecycle tracking.
- Designed and deployed **Service Catalog items** for hardware and software requests with complex variable sets.
- Configured **approval workflows** using Flow Designer and Workflow Editor.
- Enhanced **CMDB asset relationships** to improve reporting and compliance.
- Collaborated with procurement and IT teams to align ServiceNow workflows with business processes.

ServiceNow Developer

ACS (Client: Enterprise Environment) — *Customer Service Management (CSM)*
January 2023 – December 2023

- Designed and implemented **CSM Case Management workflows**, including case routing, assignment logic, and state transitions.
- Configured **Customer Portal and self-service experiences** to improve customer interaction and case submission efficiency.
- Built **Flow Designer automations** to reduce manual case handling and improve turnaround time.
- Developed and maintained **ACLs and role-based access controls** to ensure data security and compliance.
- Integrated external systems using **REST APIs** for customers and case data synchronization.
- Improved overall case resolution efficiency through automation and standardized processes.

ServiceNow Developer

Signature Aviation — *ITSM Implementation*
June 2022 – December 2022

- Implemented and customized core **ITSM modules** including Incident, Problem, and Change Management to support aviation operations.
- Developed **Business Rules, Client Scripts, UI Policies, and Script Includes** to enforce process logic and data validation.
- Configured **SLAs, assignment rules, and notifications** to improve incident response and escalation handling.
- Assisted in **CMDB data normalization** and ensured accurate CI relationships for operational visibility.
- Collaborated with stakeholders to gather requirements and translate them into scalable ServiceNow solutions.

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Education:

Bachelor of Science in Computer Science

Certifications:

- Certified ServiceNow Administrator - *In Progress*
- Certified ServiceNow Application Developer - *In Progress*
- ITIL Foundation Certification - *Planned*
- ServiceNow Scripting Fundamentals - *Completed*

References:

➢ Available on request