Raja Aqib

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Profile:

Experienced and versatile professional adept in both web development and ServiceNow platform customization. With a solid foundation in front-end and back-end web technologies, coupled with comprehensive expertise in ServiceNow application development, I bring a unique skill set to streamline processes and deliver innovative solutions. Proven ability to collaborate with cross-functional teams, analyze requirements, and implement scalable solutions that drive efficiency and enhance user experience.

Experience:

WEB DEVELOPER | [TECH SOLUTIONS, [REMOTE] | [2022-2024]

- Designed and developed responsive web applications using modern front-end frameworks, ensuring cross-browser compatibility and optimal performance.
- Collaborated with UI/UX designers to implement visually appealing and intuitive user interfaces.
- Integrated third-party APIs to enhance functionality and improve user experience.
- Implemented backend services and APIs using Node.js, Express.js, and MongoDB, optimizing for scalability and performance.

SERVICENOW DEVELOPER | [CODE INTELIVERSE], [ISLAMABAD] | [2023]

- Customized ServiceNow applications to meet business requirements, leveraging JavaScript, GlideScript, and ServiceNow APIs.
- Designed and developed Service Portal solutions for self-service portals, enhancing user accessibility and productivity.
- Implemented ITSM processes in ServiceNow, including Incident Management, Change Management, and Service Catalog.
- Integrated ServiceNow with external systems using RESTful APIs and web services, ensuring seamless data exchange and synchronization.
- Provided ongoing support and maintenance for ServiceNow instances, including troubleshooting issues and implementing enhancements based on user feedback.

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Education:

BACHELOR IN COMPUTER SCIENCE | JUNE 2024 |

Skills & Abilities:

- Proficient in HTML5, CSS3, JavaScript (ES6+), and modern front-end frameworks such as React.js and Angular.
- Strong backend development skills with expertise in Node.js, Express.js, and relational/non-relational databases (MySQL, MongoDB).

- ➤ Extensive experience in ServiceNow platform customization, including Service Portal development, UI Policies, Business Rules, and Scripted APIs.
- ➤ Familiarity with IT Service Management (ITSM) processes and best practices, with a focus on ServiceNow modules like Incident Management, Change Management, and Configuration Management Database (CMDB).
- ➤ Skilled in RESTful API integration, SOAP web services, and data synchronization between ServiceNow and external systems.
- ➤ Proficient in version control systems like Git and CI/CD pipelines for automated deployment.
- ➤ Strong problem-solving abilities and a proactive approach to troubleshooting and debugging.
- ➤ Excellent communication skills with a proven track record of collaborating with stakeholders to gather requirements and deliver tailored solutions.

Certifications:

- Certified ServiceNow Application Developer
- Certified ServiceNow Administrator

References:

- ➤ Available on request