# Najib.R

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**Summary**

* A Certified ServiceNow competent professional with around 9+ years of IT experience including 6 years of extensive experience in ServiceNow working with different modules such as **Incident Management, Service Catalog, Problem Management, Change Management, Facility Management, Project Management and CMDB**.
* Worked in Agile development following SCRUM process, Sprint and daily stand-up meetings. Used Rally to track the status of the projects.
* Experience in working on off-shore, onsite model.
* Experience working with Business Rules, Client Scripts, UI Policies, UI Scripts, UI Actions, UI Pages, Script Includes, Access Control Lists.
* Worked on Service Mapping to define business services, troubleshoot the discovery and mapping process as well as create new discovery patterns.
* Experience in Integrating service watch with monitoring solutions.
* Performed integration between service watch and service now CMDB.
* Provided process governance and oversight of ServiceNow Demand Management.
* Defined risk frameworks and helped in incorporating company policies into the ServiceNow platform.
* Worked on Service Mapping to define business services, troubleshoot the discovery and mapping process as well as create new discovery patterns.
* Implemented process improvement processes into the data center as related to Change Management.
* Experience in successful management of implementations for employee self-service (ESS) portal, HR case management, asset and work order management solutions.
* Expertise in Creating a custom PMO (Project Management Office) and Portfolio Overview homepages for management, with all relevant configuration management documentation.
* Hands on experience with implementation of GRC within the ServiceNow platform.
* Assessed the state of Demand Generation against what was required to increase sales opportunities, then worked with marketing and sales to develop a plan that included marketing campaigns, lead generation, qualification, nurturing, and a handoff process to sales.
* Expert in JavaScript, J Query, prototype and Jelly scripting used in Service Now. Extensive experience in using various UML, design patterns and industry best practices such as MVC (Model-View-Controller).
* Expertise in Web-Development technologies like JSP, HTML, JavaScript, CSS, XML, XSL/XSLT, AJAX, J Query, Glide JS.
* Demonstrated software integration capabilities between the ServiceNow platform and third party applications.
* Created an Access Control rule (ACL).Use of scripting tools and ServiceNow functionality to create script to automate routine tasks being done in ServiceNow.
* ServiceNow Service Catalog Framework: professional services, solution services and technical services. Cloud Integration with ServiceNow REST web services and flat file batch loads.
* Expertise on ServiceNow GRC in managing governance framework, policies, laws and regulations and best practices in one system and then mapped them to controls.
* Extensive experience in implementation of the version control software SVN, CVS
* Experience in developing using Restful Web services and consuming SOAP services.
* Proficient in RDBMS concepts and experience in working with MS-SQL Server, Oracle 9i/10g/11gand PL/SQL, Database triggers, Procedures, Functions.
* Responsible to define and scope new releases, prepare design, conduct impact analysis, resource allocation, estimation, code review, documentation, planning release and delivery time lines and work delegation.
* Developed and implemented all Program & Project portfolio PDLC & SDLC methodologies.
* Experienced in developing PMO communication strategies and prioritization models including value vs risk metrics.
* Installed and configured collectors, configured credentials and built service watch dashboards in Service watch.
* ServiceNow Integrations. LDAP integration for users details population.
* SSO integration with SNOW for User Authentication.
* Microsoft Azure Integration with Service-Now for VM provisioning.
* Oracle DB integration with Service Now via JDBC Probe using Mid Server.
* Integrating On-Call Roster by fetching data from FTP server.
* Involved in all phases Analysis, Design, Development, Implementation and Testing of Software Applications development life cycle.
* Strong experience in all the phases of software development life cycle including requirements gathering, analysis, design, implementation, deployment and support.
* Experience in Waterfall model and Agile (Scrum) methodologies for SDLC (Software Development Life Cycle) and support framework for Support & maintenance.
* Extensively interacted with the client to understand the changing business rules and requirements and successfully recommended enhancements and new functionalities to the application. Experienced in developing forms, workflows as per customer requirement.
* Good interpersonal and communication skills, dedicated, result oriented with enthusiasm to learn new technologies and Capable of working independently and as well as a part of a team.
* Experience in preparing various reports, pivots and graphs in Excel. Excellent written and verbal communication skills, presentation and problem-solving skills.
* Strong communication & relationship management skills, enthusiastic & self-driven, with a high degree of commitments.

**ServiceNow Modules:**

* Incident Management, Problem Management, Change Management, Content Management, Knowledge Management.
* Service Portal
* Service Catalog
* Service Mapping
* Service Watch
* Service Level Management
* PPM

# Professional Experience

**Unity BPO (Remote)**

ServiceNow Developer/Administrator, August 2015 – Present

* Currently working on building single widget Service Portal for Unity BPO with bootstrap features.
* Worked as technical specialist for ServiceNow development of My Services.
* In-depth knowledge of the technical implementation of Service Catalog module, Reporting and Integrations.
* Implemented Servicenow Configuration for PPM.
* Performed mapping using ServiceNow Service Watch
* Tested ServiceNow Instance by moving Developing Instance to Testing Instance by using ServiceNow Service Watch.
* The primary objective of the Project was to govern day-to-day project activities with the help of Request creation and Coding for functions which allows the flow according to the changes which is primarily done by functions in workflow objects by developing logic as per requirement or enhancements.
* Implementation of ServiceNow Governance Program.
* Developed processes, documentation and training for Incident, Problem and Change Management.
* Worked on ServiceNow GRC to identify and manage risks in a single register.
* Created test templates and managed audit engagements.
* Development of Service Catalog which includes creating new Catalog items, designing workflows and execution plans.
* Involved in creating the Workflows for the Change, Problem Management and Service requests.
* Implemented many functionalities by writing Business rules/ Client Scripts and Script Includes by using Glide Record's and Ajax calls.
* Involved in creating the new Catalog Items and editing the existed Catalog Items.
* Developed business process improvement plan and process to integrate Incident, Problem, Change and Availability Management.
* Playing multiple roles of Developer, Business analyst, mentor to members and manage a team of 6 members.
* Established new Change Management and CAB processes, developed and updated metrics reporting
* Developed, managed, measured, and reported on key SLA metrics including: mean time to repair, resources required per case, and issue avoidance.
* Collaborated with third party hosting provider to troubleshoot Discovery.
* ServiceNow administration with an emphasis on asset auto discovery across global data centers
* Assisted in SQL and database instance tuning as needed on Oracle and MS SQL server platforms
* Discovery Customizations - including transformation of class data and restructuring discovery zone coverage for multiple probes.
* Project Management for the Demand management project.
* Translate business requirements into design solutions. Requirement gathering from Business users and preparing User stories.
* Involved in complete development using Agile Development Methodology and tested the application in all iterations.
* Troubleshooting, identifying root causes, debugging and analyzing issues whenever required and providing on-time solutions.
* Ensured completeness of root-cause for major/critical incidents, and where possible resolve or provide workarounds, suggestions and improvements to mitigate future incidents
* Design and implement new functionality using Business Rules, Client Scripts, UI Policies, UI Scripts, UI Actions, UI Pages, Script Includes, and Access Control Lists.
* Design and engineer solutions leveraging all appropriate components offered by Service Now to answer the needs for business workflows, ticketing or other ITSM requirements.
* Post roll out production support. Experience of handling Bug Fixes and Enhancement requests
* Expert in JavaScript, J Query, prototype scripting used in Service Now.
* Knowledge of working with different kind of scripts in Service Now and their order of execution.
* Experience working with email notifications, inbound actions, reports, and home pages.
* Experience on creation of catalog items, record producers, interceptors, Knowledge articles.
* Working on creation and customization of complex workflows and custom workflow activities.
* Worked with transform maps, data sources and different transform scripts for data loads and management.
* Working with schedule jobs, events and triggers to manage business needs and handle background work.
* Creation of test cases and Unit testing. Closely working with the DBA for resolution of day to day production issues and weekly/monthly reports generation.
* Performed Update set migration and Test data setup as requested for any environment – System Test, Development, Integration, UAT, for a given scenario.

**Asurion, Nashville, TN**

ServiceNow Administrator/Developer, June 2014 – July 2015

* Perform day to day administration of Service-Now in Development, Test and Production environments to maintain business services and configuration item relationships in Service-Now
* Involved in setting up REST and SOAP inbound and outbound messages to integrate with ServiceNow.
* Supported Servicenow integration using SOAP, REST web services, Import sets and transform maps, BR scripts.
* Orchestrate users access to Databases using Orchestration.
* Developing user friendly catalog items with experience writing orchestration workflows such as Content Management, Web Services.
* Performed Data migration to import data from other applications and external databases.
* Experience in customizing the Asset modules and importing the data from external sources
* Worked closely with ServiceNow team and Infrastructure team to facilitate LDAP integration.
* Communicating with the end users and understanding the difficulties and as per that improving automation and efficiencies in ServiceNow.
* Post Implementation worked as ServiceNow Administrator and supported any issues and resolved them accordingly.
* Created and moved update sets to different ServiceNow instances.
* Worked on customizing the knowledge base.
* Integration of ServiceNow LDAP, Web services.
* Created transform maps for importing CMDB data.
* Managed users, groups and roles, Advanced Schedule jobs and Business rule creation. Managed data with Tables, the CMDB, Import Sets, and Update Sets.
* Worked with Service Now Event Management by configuring Event Mapping Rules, Event Transform Rules, Alert Rules, Incident Templates.
* Coordinated Service Catalog options, including two-step checkout, cart controls, and variables.
* Worked as a Pre and Post installation consultant to define and implement industry (ITIL) best practice for the ServiceNow ITSM Platform.
* Create data fix scripts for data corruption issues and perform Root Cause Analysis.
* Created functional and technical specifications documents for various ServiceNow modules.
* Involved in cloning activities like raising the request for cloning and excluding some tables to not come under cloning.
* Defined new validations through Angular.JS for the form field validation implemented through HTML5.
* Worked on change management module by enhancing the tool to the stakeholders and made it easy to understand.
* Worked on integrations with third party applications and data sources.
* Created database views to pull the reports on variables which are being used by catalog items.
* Worked on order guides, to arrange them in sequential order to make the user comfortable while raising a request.
* Worked on DISCOVERY and set up mid servers and check for the connectivity, Became an expert in troubleshooting Discovery tool.
* Used ITIL practices to implement ServiceNow applications in phase by phase approach, created SLAs and participated in running SLAs and responsible for closing successfully in ServiceNow.
* Customized Incident/Problem/Change/Service catalog applications using Business rules, Client scripts, Workflows in ServiceNow.
* Created Custom objects, custom fields, Pick list, role based page layouts, Workflow Alerts and Actions, and Approval Workflow, Validation Rules, Approval Processes, custom Tabs, custom reports, report folders, report.
* Wrote Classifiers and Identifiers to direct the discovery tool to gather the information of the configuration items with no error.
* Coordinated installation of ServiceNow upgrades and/or service packs. Develops and manages the preparation of systems, test criteria and control for upgrades, service packs, new functionality, enhancements or error correction.
* Involved in Requirements gathering, Designing, Development and Implementation of CMS.
* Performing quality assurance testing and user acceptance testing.
* Responsible for preparing design level, program-level and user-level documentation.
* Worked on UI Macros to create pages as templates on requirement from the stake holders.

**Express Scripts Inc, Franklin Lakes, NJ**

ServiceNow Implementation Specialist/Developer, April 2013 – May 2014

* Translate business requirements into design strategies and patterns. Requirement gathering from Business users/SME and preparing User stories and technical design document.
* Involved in complete development using Agile Development Methodology and tested the application in all iterations.
* Successfully managed and developed large-scale implementations of ServiceNow across multiple processes and applications for clients in multiple verticals.
* Gathered requirements from users for attributes needed to develop Service Catalog items.
* Implementing ServiceNow Discovery and CMDB and integrating it with Change management.
* Experience in custom application development & integration with other tools.
* Ability to create and modify ServiceNow workflows.
* Worked on the modules related to ServiceNow: Discovery, Automation, CMDB population, Security & Roles.
* Provided ServiceNow configuration and customization assistance including workflow administration, report setup, data imports, custom scripting and third party software integrations.
* Worked on the functionality of Inventory Management plug in into Asset Management.
* Enhancement & coding of the system.
* Documenting existing AS-IS Biz flow workflow processes and performing workflow modifications as per requirements.
* Monitored and performed ServiceNow admin activities which involves group, user administration.
* Worked on automated workflow, created training documents, trained personnel, updated processes and procedures.
* Ensured completeness of root-cause for major/critical incidents, and where possible resolve or provide workarounds, suggestions and improvements to mitigate future incidents
* Involved in design discussions and understanding of business requirements and identify the relevant functional and technical requirements for enhancements driven out of changes to external systems or internal legacy systems.
* Working on evaluation, selection, and configuration/developed, and deployed ServiceNow as our ITSM Toolset.
* Creation of test cases and Unit testing.
* Closely working with the DBA for resolution of day to day production issues and weekly/monthly reports generation.
* Performed Test data setup as requested for any environment - SIT, FQT, PVT, UAT, for a given scenario.
* Documentation of resolution steps for known issues and maintain the Operations Manual document.
* Providing business clarifications to FQT testers on various system behaviors by performing extensive code analysis
* Resolving deployment and Installation Related Issues arising at the customer end, handling SIT, FQT and PROD releases
* Performing code review for other engagements/applications.
* Testing & Debugging – This involved a thorough testing of the entire application before implementation phase to identify any bugs.
* Responsible for interaction with client and providing regular status for the work progress.

**Navient /Sallie Mae, Indianapolis, IN**

ServiceNow Developer, Feb 2012 – Mar 2013

* Perform installation and testing of vendor-provided updates and new releases. Deploy new releases and enhancements into the Service Now live environment.
* A ServiceNow expert with experience on implementing end-to-end Service Catalog, Incident Management, Configuration Management (ITCM), Change Management and Release Management.
* Work with business users to identify and refine business requirements and workflows.
* Reporting to include data extraction, import/export data, publishing, distribution, cataloging, report scheduling. Implement Domain Separation. Creating Relationships Between Domains. Creating Domain-Specific Personalization.
* Managed User Administration in ServiceNow providing the required levels of Access for the customized solutions.
* Responsible for providing Subject Matter Expertise related to the ITSM process adoption and implementation.
* Assisting client implementing the MSP (Managed Service Provider) instance for Service-Now and Domain separation for Service-Now Instances.
* Facilitating rollout of new applications and modules.
* Design and implement new functionality using Business Rules, UI Policies, and Access Lists etc.
* Developed the forms, workflows and sync between Problem, Incident and Change with CMDB.
* Collaborate with worldwide peers and stakeholders to define the requirements for the process to collectively develop and sustain an active ITSM vision.
* Have taken part in Data loading of CI Attributes for CMDB using transform scripts and Import Sets calling multiple scripts includes for processing the attributes and loading them in précised way in CMDB.
* Designed and implemented ServiceNow Integration solution with Emails, Alerts.
* Configured multiple Catalog Items Front-end web / GUI components using JavaScript, Soap, web services, CSS, HTML5
* Imported Active Directory to ServiceNow using Data Sources.
* Worked on SCCM Discovery Integration Tool.
* Configured multiple forms for Asset module using Configuration Management Database.
* Resolving typical Users access and roles issues by checking active directory and users table.
* Created data sources and loaded the Service-Now tables with different data formats.
* Expertise on using DISCOVERY to load configuration information to CMDB.
* Experience in understanding the customer requirements, level of adoption of the ServiceNow platform and assesses the risk in renewing the current contract.
* Worked with clients to assess current state processes and tools, defined Service Now requirements and developed and configured the Service Now platform.
* Worked on CMDB and Asset management. Performed Data migration to import data from other applications and external databases.
* Maintain LDAP integration and user configurations.
* Developed custom reports and scheduling the reports as per the client requirement.
* Responsible for on-going enhancement and maintenance of the ServiceNow platform.
* Customize forms as per business requirements. Create new service catalog requests and items with variables. Maintain integrity of the multiple instances of Service-Now.
* Maintain the integrity of the Service-Now tool across production and non-production environments. Create and use update sets to move customizations between systems
* Search, populate, and customize the knowledge base. Create an access control rule (ACL)
* Implement ITIL v3 aligned processes in Service-now. Work closely with the technology, operations and business to gather enhancements and defect fixes in the Service-Now platform.

**Virginia Transformer Corp, VA**

Senior Programmer Analyst, Feb 2010 – Jan 2012

* Involved in analysis, design and development of modules
* Tools utilized –Visual Basic.NET, VB6, ADO.NET, SQL Server 2008
* Developed front-end screens for authentication, coding of application logic in VB6 and Migrated in VB.Net.
* Prepare detailed workflow charts and diagrams that describe input, output, and logical operation, and convert them into a series of instructions coded in a computer language
* Created Work Breakdown Structures and Project Planning Using Microsoft Project.
* Develop Internal Web application Interface using ASP.NET MVC 4, XML, JQUERY
* Have experience in creating ASP.NET web forms to provide UI to web applications
* Designed the front-end applications, user interactive (UI) web pages using web technologies like HTML, XHTML, and CSS.
* Designed user interface for desktop and Web-based products, from conceptualization and detailed user interface and functionality design through implementation.
* Collaborated with marketing, product management, and product development during design stages. Worked with production team to implement UI and create enhancements to optimize user experience.
* Worked with Web API to provide services to HTTP requests. Created Functions in VB.Net to Link with SQL Database and GULL ERP System to fetch and Save Data.
* Involved in designing, developing and deploying reports in MS SQL Server environment using SSRS-2005/2008 and SSIS
* Worked on SSIS Package, DTS Import/Export for transferring data from Database (Oracle and Text format data) to SQL Server.

**CBS Corporation, NY**

UI Developer, Jan 2008 – Jan 2010

* Applied Use Cases diagram to validate and test web application design against the UI architecture.
* Created web pages for each project using XHTML, CSS, and JavaScript.
* Used JQuery to handle the client side validations.
* Responsible for transforming designed mock-ups to web pages.
* Used to update the HTML pages using jQuery AJAX via JSON response.
* Involved in the phases of SDLC including Requirement collection, Design and analysis of Customer specification, Development and unit testing of the application.
* Involved in preparing unit test cases.
* Designed web pages and used applications that meet business needs and user goals through a user experience.
* Designed and developed AJAX calls to populate screens parts on demand
* Developed Web applications that are cross browser compatible.
* Responsible in creating the screens with table less design.
* Performing new-website support research in the areas of Latest Web Technologies, Usability, Accessibility, and User Experience.
* Worked closely with team members to meet the client requirement.
* Actively participated in day-to-day meeting, status meeting, strong reporting and effective communication with project manager.   
  Environment: HTML4, XHTML, CSS2/3, JavaScript, jQuery, AJAX, JSON, JavaScript, Firebug DEV tool, Chrome DEV Tool, Adobe Photoshop, Illustrator, Dreamweaver, Flash, Visio and Eclipse IDE

# Technical Skills

| **Area** | **Skills** |
| --- | --- |
| Programming Languages | Angular Js, Jelly Script, Jquery, Java, ASP.net,Perl |
| Platforms | ServiceNow , HP Service Manager, SDLC |
| Web **Technologies** | ASP .NET, HTML, CSS, JavaScript, jQuery, Ajax, XML, PHP, JSON |
| Databases | Microsoft SQL Server, Oracle, MySQL |
| Technologies | Agile, Scrum, Design Patterns, ITIL, CSP, MVC, MapReduce, Android, Machine Learning |
| Other Tools | Eclipse, QTP, Crystal Reports, SQL Developer, Microsoft Visual Studio, MS Office, Client Script/Calling server side, code using Glide Ajax in Client Script |

**Education**

Finance & Credit 2006 to 2008 from **University Of Tajikistan**.

Business Administration from **BMCC,NY**