

Shahab Ali Hassan

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ServiceNow Developer with 6 months of experience delivering workflows, Service Portal widgets, Virtual Agent conversations, and platform integrations. Skilled in JavaScript, Flow Designer, REST APIs, and integrations with Freshservice, Jira, and Slack. Also experienced in building scalable web and mobile applications using Next.js, React Native, and FastAPI.

WORK EXPERIENCE

ServiceNow Developer – Techrystal Islamabad: 08/2025 – Present.

- Designed and delivered end-to-end **ServiceNow** integrations with **Freshservice**, Jira, and Slack using **Flow Designer**, **custom actions**, **subflows**, Script Includes, and **RESTMessageV2** (Basic & OAuth) for real-time incident and knowledge synchronization.
- Created a production-level replication job between Freshservice and ServiceNow for syncing the Knowledge Base by reading articles and processing inline and paper clip attachments and storing them in **sys_attachment** with automated flow assignments.
- Implemented scripted **Jira integration** using Business Rules and **REST APIs**, enabling automatic incident creation and attachment synchronization from **ServiceNow to Jira**.
- Automated critical incident alerts through Flow Designer and **Slack**, reducing response time and eliminating manual escalation steps.
- Developed custom Service Portal widgets and record producers for HR and IT use cases, including Leave Requests, Benefits Inquiry, Announcements, Group Management, Asset Visibility, and role-based dashboards.
- Developed an automated pipeline for exporting an Update Set on a daily basis using Scripted REST APIs, Script Include, Python Automation, downloading the **Update Set**, and uploading them to **GitHub** using scheduled tasks.
- Architected and delivered an internal **ITSM** platform covering **onboarding**, asset assignment, **HR workflows**, access control, **reporting**, and Service Portal experiences for managers, developers, interns, and project managers.
- Implemented automated onboarding workflows with sequential **email notifications** to users, managers, and hardware teams, followed by asset assignment and tracking.
- Built role-aware portal experiences, allowing managers to manage users and groups, developers to view assigned stories, interns to access learning modules, and users to track incidents, leave, and assets.
- Worked extensively with **ACLs**, **UI Policies**, **Client Scripts**, **Business Rules**, **Notifications**, **Import Sets**, **Update Sets**, **Integration Hub**, **REST API** and **server-side scripting**.
- Maintained and enhanced the **Service Catalog**, creating and updating service offerings, request forms, and associated workflows to improve request fulfillment and user experience.
- Contributed to the development and management of custom ServiceNow applications, supporting internal business processes through **scoped app** configuration, scripting, and workflow automation.

SKILLS

AWS Next.js Docker
JavaScript PostgreSQL
TypeScript React Native
FastAPI

EDUCATION

Bachelor's degree in Software Engineering
COMSATS UNIVERSITY ISLAMABAD ATTOCK CAMPUS

09/2021 - 09/2025

CERTIFICATIONS

Micro – certification – Welcome to ServiceNow
07/2025 – Present

Now Assist Executive Micro Certification
07/2025 – Present