

Shahab Ali Hassan

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ServiceNow Developer with 6 months of hands-on experience in production ITSM environments and 2 years of overall software development experience. Proven in delivering real-world ServiceNow solutions for automation, Service Portal development, and enterprise integrations, with a strong focus on automation, clean architecture, and reducing manual operational effort.

WORK EXPERIENCE

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

- Designed and delivered production-grade ServiceNow integrations with **FreshService, Jira, Slack, Salesforce, and AWS** using **Flow Designer, Script Includes, Business Rule and REST APIs**.
- Built automated incident and knowledge synchronization workflows, including attachment handling and real-time updates across external systems.
- Implemented advanced **reporting** and **visualizations**, including dynamic **pie charts** showing project task distribution across multiple related records.
- Implemented workflow-driven critical incident alerts and **escalation** automation, reducing manual intervention and response time.
- Developed internal **ITSM** solutions covering onboarding, asset management, access control, and role-based **Service Portal** experiences.
- Built custom **UI Builder** experiences and **Platform Analytics dashboards**, including dynamic project dashboards that render based on URL parameters and display real-time task insights.
- Automated platform operations such as **update set** export and versioning using scripted REST APIs and Python-based pipelines.

PROJECTS

AI Lang Detect – Next.js, FastAPI & Deep Learning ([Link](#)) 10/2025 – 03/2026

- Developed a web-based AI system to detect **7 Pakistani languages** (Urdu, Punjabi, Pashto, Siraiki, Sindhi, Kashmiri, Hindko) in uploaded videos.
- Built a full-stack application using **Next.js** for frontend, **FastAPI** for backend, and **PostgreSQL** for data storage.
- Implemented **LSTM-based deep learning** models with **Wav2Vec2** feature extraction for audio processing and accurate language prediction.
- Enabled efficient video-to-audio processing with batch and micro-batch inference, GPU acceleration, and memory optimization.
- Integrated user authentication and session management using **Clerk** for secure access.
- Designed a responsive interface for uploading videos and receiving language detection results in real-time.

AI Cull Share Eventize – Next.js & FastAPI ([Link](#)) 06/2024 – 04/2025

- Developed a full-stack AI-powered image management platform for automated photo culling and event-based image delivery.
- Integrated deep learning models and **facial recognition** for accurate **image filtering** and retrieval.
- Built scalable background task management using **Celery** and **RabbitMQ** for improved performance and responsiveness.
- Implemented secure user **authentication** and role-based event access control.
- Created a responsive, high-performance UI with modern frontend tools.
- Set up **CI/CD pipelines** using **Docker** and **Jenkins** for automated deployment.
- Optimized system performance with on-demand revalidation and real-time task updates.

SKILLS

AWS **Next.js** **Docker**

JavaScript **PostgreSQL**

Typescript **React Native**

FastAPI **AWS**

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

Faith Sphere AI | AI-Powered Islamic App ([Link](#))

04/2025 – 05/2025

- Developed key frontend modules of an **AI-powered** Islamic app, including prayer timings, quizzes, and real-time user interactions.
- Integrated **AI chatbots** for Quran Ayah lookup and Hadith search with references, improving user engagement and knowledge accessibility.
- Implemented **OCR functionality** to extract Arabic text from images for dynamic content generation.
- Managed application state and prayer tracking using **Context API** and **Zustand**, ensuring smooth and responsive user experience.

Air Help Mobile App – React Native & FastAPI ([Link](#))

11/2024 – 01/2025

- Built an 8-step guided mobile app for flight compensation claims using **React Native** and **Zustand** for state management.
- Designed a smooth multi-step user flow with form validation, conditional logic, and progress tracking.
- **Integrated Clerk** for secure user authentication and session management across steps.
- Used **FastAPI** backend to handle form submissions, flight data processing, and user claims.
- Added **i18n** support for multi-language accessibility to serve global users.
- Set up location-based alerts using **Expo** Task Manager to notify users of a country change.