

Abdulla Khan

ServiceNow Developer

- Proficient in ServiceNow Cloud Platform, System Administration, and Integration, using various ServiceNow modules such as ITSM.
- Eager to contribute to a collaborative team and utilize my skills, while seeking opportunities for learning and growing within a professional environment that fosters professional development, interesting experiences, and personal growth.

EDUCATION

- **MASTERS IN COMPUTER APPLICATIONS** (09/2022-02/2024)
Dr.D.Y.Patil School of MCA
PUNE UNIVERSITY
- **BACHELORS IN BUSINESS ADMINISTRATION** (06/2018-07/2021)
Allana Institute of Management
PUNE UNIVERSITY

EXPERIENCE

- **VIRTUOUS SOFT SOLUTIONS** (03/2020 - PRESENT)

CLIENT : BAJAJ FINSERV (03/2024 -PRESENT)
SERVICENOW DEVELOPER

- Proficient in ServiceNow Implementation, Administration, Development, and Integration.
- Skilled in crafting ServiceNow forms, Designing/Configuring Workflows, Application UI, and customizing applications.
- Crafted Leave Request Management application using App Engine Studio and configured it with creation of tables, Applications into it , Application Modules,UI Policy , Client Scripts,etc
- Skilled in implementing Incident Management, Problem Management, and Change Management methodologies.
- Proficient in managing user accounts, roles, and permissions within the ServiceNow platform.
- Experienced in designing and implementing new functionalities using Client Scripts, Business Rules, UI Policies, UI Actions, Script Include, Access Control Lists, and Service Portal.
- Competent in Service Catalog management, including the creation of Catalog Items, Variable Sets configuration.
- Demonstrated proficiency in Rest API integration to seamlessly connect ServiceNow systems with other tools.
- Skilled in utilizing Import Sets to extract data from various resources.
- Proficient in using Update Sets to transfer customizations from one instance to another.
- Solid understanding of ITIL processes.
- Strong debugging skills for issue identification and resolution.

CLIENT : T - MOBILE --US (07/2022 -02/2024)
SERVICENOW DEVELOPER

- Requirements gathering: Work with business stakeholders and IT teams to understand business requirements and translate them into technical specifications.
- Managed user accounts, roles, and permissions within the ServiceNow platform
- Worked on Rest API integration to integrate ServiceNow systems with other tools.

CONTACT

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- <https://abdullahkhan852.github.io/akporfolio/>
- <https://github.com/abdullahkhan852>
- Pune, India (Open to Remote)

SKILLS

PROGRAMMING LANGUAGES

- Proficient in Python, JavaScript.
- Experienced in Java, PHP.

WEB TECHNOLOGY

- HTML5
- CSS3
- Angular

DATABASE MANAGEMENT

- Skilled in MySQL

PROJECT MANAGEMENT TOOLS

- GIT
- Agile
- Scrum

ADDITIONAL SKILLS

- ServiceNow Application Development
- ServiceNow Administration
- Data analysis

BEHAVIORAL SKILLS

- Strong problem-solving abilities
- Effective communication skills
- Decision-making capabilities
- Experience in team coordination
- Conflict resolution skills

CERTIFICATIONS

- Java Certification
- HTML Certification
- CSS Certification
- JavaScript Certification
- Data Analysis Certification- Advanced Excel, Power BI, Tableau
- ChatGPT and Generative AI

HOBBIES

- Playing Football
- Travelling
- Reading
- Cooking
- Swimming

- Developed Service Catalog items, Order guides, record producer, Variable Sets, UI Policies, Data policies, UI Macros, UI Actions, ACL's, Client Scripts, script includes, Business Rules, transform maps.
- Service catalog management: Create, manage, and maintain the service catalog, including service offerings, request fulfillment workflows, and user interfaces.
- Created and maintained technical documentation and process map on components, bug fixes.
- Gave a knowledge session to the client and the team members about the functionality.
- Update set capturing and moving customizations to different instances.

CLIENT : ROYAL BANK OF SCOTLAND (3/2020 - 06/2022)

SERVICENOW DEVELOPER

- Modify forms, lists, and UI pages according to business requirements.
- Ensure that changes are documented, reviewed, and implemented following best practices.
- Design and maintain change management workflows.
- Ensure that incidents and problems are appropriately categorized, prioritized, and resolved.
- Configure workflows for incident and problem management.
- Create and manage user accounts, roles, and groups.
- Set up and maintain modules, forms, fields, lists, and views.
- Use web services, REST APIs, and other integration techniques to facilitate data exchange.
- Provided support for day-to-day issues faced by end user.
- Crafted Custom Applications as per the requirements using App Engine Studio and configured it with creation of Applications into it , Application Modules, etc.

PROJECTS

IRANI CAFE WEB -APP | GitHub link

- Developed an advanced web app for ordering, incorporating HTML, CSS, JavaScript, PHP, and MySQL; increased order processing efficiency by 45% and reduced customer wait times by 30%.
- Enabled remote orders, leading to a 30% increase in new customers and a 25% rise in repeat business.
- Enhanced accessibility and streamlined operations, resulting in a 40% boost in overall order volumes.

STUDENT EXAM MANAGEMENT SYSTEM | GitHub link

- Spearheaded the creation of a Student Exam Management System in Java, Swing/AWT, JDBC, MySQL; optimized exam scheduling, reducing administrative workload by 30%.
- Achieved a 40% reduction in exam processing time for educational institutions and corporates.
- Seamlessly integrates with existing systems, boosting productivity by 30%.

GUESS THE WORD APP | GitHub link

- Developed a captivating Guess the Word App using HTML, CSS, JavaScript, and Angular; engaged 10k+ users, boosting retention by 40% and daily active users by 25%.
- Increased user engagement by 25% and enhanced problem-solving skills.
- Developed an interactive word-guessing game where players input letters, received instant feedback, and tracked remaining attempts; enhanced user engagement by 40% and retention by 25%.

DECLARATION

I hereby declare that the above-written particulars are true to the best of my knowledge and belief.

DATE :-

Abdulla Khan