

Patan Abdulla Khan

ServiceNow Developer

Summary:

- Over 2+ years of experience in IT and ServiceNow development, specializing in customized solutions for diverse client needs.
- Extensive expertise in Service Portal design and implementation, including ESC Portal customization to optimize employee interactions and service delivery.
- Hands-on proficiency in complex ServiceNow components including Client Scripts, Server-side scripts, Business Rules, Workflows, Flow Designer, Script Includes, Access Controls, UI Policies, and UI Actions.
- Proven experience in designing and developing dedicated portals for specialized use cases, including Device Lifecycle Management and Lost & Found systems.
- Skilled in creating responsive, user-friendly Service Portals with custom pages, widgets, and taxonomies that enhance overall user experience and operational efficiency.
- Expertise in ITSM module implementation covering Incident Management, Problem Management, and Change Management configurations.
- Strong background in data integration using Import Sets, Transform Maps, and Transform Scripts for seamless data flow across multiple systems.
- Proficient in creating and customizing notification systems, email templates, and approval of workflows to meet organizational requirements.
- Demonstrated ability in role-based UI personalization, leveraging user criteria, portal themes, and taxonomy modifications for tailored user experiences.
- Excellent communication skills enabling effective client interactions, solution delivery, and training for end-users on portal utilization.

Education

NRI institution of technology	BTech
Potti Sriramulu College of Engineering & Technology	Polytechnic
ST. TERESA EM KANURU	School

PROJECTS:

ADNOC Boats & Camps Reservation

Developed and deployed Boat and Camp Reservation services in ServiceNow for ADNOC, enabling 10,000+ employees to book boats or camps. Built automated workflows with real-time, integrated portal to track processing, role-based access controls, multi-level approvals, and SLA-driven request management across all ADNOC business units. Uplifted Room reservation portal, page and widget to support the Boat and Camp reservation.

Technical Skills

JavaScript, HTML, CSS, Bootstrap, AngularJS, Tailwind
CSS, React, jQuery
ITSM (Incident / Problem / Change), Service Portal Catalog Items and integrations

Service Portal

Creating / customizing Pages, Creating / customizing widgets, widget to widget communication, embed widget, editing widget instance, widget reusability, uib modal angular ng template creation, SP Modal window creation, Font injection, Adding dependencies to widgets, AI search

Vodafone UK

Customized the Device Lifecycle Management (DLM) Portal to meet the specific requirements of Vodafone's DML customers, enhancing the user experience and operational efficiency. Integrated Single Sign-On (SSO) using CIAM (Customer Identity and Access Management) and CURVE, ensuring secure and seamless user authentication across platforms. Designed and implemented a robust integration framework to manage user data flow from CURVE to ServiceNow using RESTful POST API calls, enabling automated and efficient user provisioning and lifecycle management.

ADNOC Workplace Reservations Portal

Designed and implemented a new module enabling reservations for boat and camp facilities within the ADNOC Workplace Reservations Portal, enhancing resource accessibility for employees. Developed a custom search and request submission page for users to easily find available slots and submit reservation requests according to their needs. Created a summary page where users can conveniently check their Workplace Reservation (WRV) status, review request details, and monitor approval progress in real time.

Built an approval tracking page for users and administrators, supporting end-to-end visibility and streamlined reservation management across all facility types. Developed an "Update WRV Reservation" form, allowing users to edit only selected fields to maintain integrity for critical information, and enhance user autonomy. Created custom notification flow to alert relevant stakeholders of reservation updates, status changes, or approvals, ensuring timely communication throughout the reservation lifecycle.

ADNOC Support Hub

I played a key role in the unification of five independent ServiceNow portals into a single, centralized Support Hub Portal for ADNOC. This initiative streamlined service management, knowledge base access, and ticket tracking across the organization. I was responsible for customizing multiple Service Portal widgets using AngularJS, HTML/CSS, and ServiceNow scripting to deliver dynamic and interactive user experiences.

The portal was designed with role-based UI personalization, leveraging user criteria, portal themes, and taxonomy modifications to provide tailored layouts and navigation for diverse user groups. I also migrated ticketing workflows and service categories into a unified model, aligning with Figma-based UI/UX designs to ensure consistency and usability. Additionally, I modified existing notification buttons and links across legacy portals by updating endpoint configurations, enabling seamless redirection to the new Support Hub Portal. The project significantly enhanced portal performance, maintainability, and user engagement through modular widget architecture and optimized page navigations.

ADNOC Lost & Found

Designed and developed a dedicated Lost & Found Portal for ADNOC, enabling users to report, track, and claim lost or found items across multiple categories. Implemented custom workflows using ServiceNow Catalog items to manage submissions for lost items, found items, and claim requests, tailored to different companies and item types. Integrated the portal with the OneHub platform, allowing users to perform key actions (e.g., submit found items or claim requests) directly from OneHub, with seamless data flow to ServiceNow. Developed validation logic and user-specific flows to ensure accurate processing based on user roles and organizational criteria. Enhanced user accessibility and operational efficiency by enabling direct access to the Lost & Found portal within ServiceNow and through OneHub integrations.

Qiddiya & ArcelorMittal

Worked on customization of ESC Portal for the employees/customers of Qiddiya
Created Service Portal and Custom designed notification for the employees/customers of ArcelorMittal.

Roles and Responsibilities:

- Designed, developed, and implemented end-to-end ServiceNow Portal solutions, focusing on seamless user experience, usability, and brand consistency across devices and interfaces.

- Gathered and analyzed business requirements, translating them into technical solutions such as custom widgets, interactive pages, dynamic catalogs, and reusable components.
- Collaborated closely with UX/UI designers and stakeholders to deliver visually appealing, responsive layouts aligned with organizational standards and modern design principles.
- Customized Service Portal themes, navigation menus, layout structures, widget configurations, and branding to enhance look, feel, and navigation pathways for all user groups.
- Developed and cloned out-of-the-box widgets or created new widgets to address specific business requirements, ensuring high reusability and scalability.
- Configured user roles, groups, and granular access controls within the Service Portal, implementing responsive design principles and robust security configurations to protect data and maintain compliance.
- Analyzed user needs and translated them into technical specifications for interactive pages, custom catalog items, and portal-specific components.
- Engineered advanced navigation, including custom page redirections, breadcrumbs, menu structures, and context-aware landing pages based on user roles and preferences.
- Led user adoption by conducting end-user training sessions, providing documentation, and offering ongoing support for portal-related issues and inquiries.
- Developed and managed workflows for catalog items, including custom approvals, automation, user-specific flow logic, and tailored notifications.
- Implemented, configured, and supported Incident, Problem, and Change Management modules, including life cycle flows, assignment rules, SLA configurations, CAB/emergency change approval flows, and real-time notifications in alignment with ITIL and business policies.
- Integrated and managed various ITSM and portal components with backend data sources, ensuring smooth data exchange, import/export solutions, and robust reporting/dashboard capabilities.
- Developed and maintained both client-side and server-side logic (Business Rules, Script Includes, Client Scripts, UI Policies, ACLs), always following best practices and clean code standards.
- Configured and supported integrations using REST APIs (inbound and outbound), scripted REST Messages, authentication methods (Basic Auth, OAuth), and data policies for secure communication and external system connectivity.
- Utilized Import Sets, Transform Maps, and Transform Scripts for data migration or onboarding across different environments and domain-separated instances.
- Provided ongoing support and troubleshooting, coordinated platform enhancements, and worked closely with team members and cross-functional stakeholders to resolve issues and deliver continuous improvements.

Personal Details:

Name: Patan Abdulla Khan

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Gende: Male

S\o: Patan Samiulla Khan

Date of Birth: 13/11/1999

Languages Known: English, Telugu and Hindi

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I hereby declare that all the information provided in this resume is true to the best of my knowledge and belief.

Patan Abdulla Khan.