Abey Ahmad
ServiceNow Architect
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[GitHub](#)
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Expertise
Integrations
REST
SOAP
Service Portal
AngularJS
Node.js
ITIL
Engagements
Halyard Health
Integration Consultant
HP Service Manager Integration

- Bi-directional integration to sync change records
-

Memorial Healthcare Systems
Integration Consultant
Service Portal

- Implemented the Knowledge Base portion Service Portal
- Developed new SP widgets

Scripted REST API

- Created scripted REST API to automated request generation

SSO Configuration

- Reconfigured to use the multi-provider SSO plugin

Government of Manitoba
Integration Consultant
1e Shopping Integration

- Developed 2 way communication between 1e Shopping and ServiceNow
- Created Scripted REST API to automatically generate requests from 1e Shopping
- Developed dynamic workflow to handle 1e shopping provisioning steps

Allergan
Integration Consultant
Workday Integration

- Used the Workday Human Resources API to import 50,000+ users
- Developed integration libraries to pull in locations, organizations and worker transactions
- Developed business rules to fire onboarding/offboarding requests based on user transactions
- Created scheduled jobs to regularly import users

Service Portal

- Developed modal widget to display Knowledge articles in Service Catalog items
- Modified ticket page widget to prevent the end user from seeing the agents name

Asbury
ServiceNow Architect
Service Catalog

- Created 1900+ Catalog Items in 300+ categories across 12 catalogs
- Provided knowledge on request automation

Incident Management

- Developed business rules to populate data
- Provided guidance on best practices

Premier Inc.
ServiceNow Consultant
Upgrade from Dublin to Helsinki

- Analyzed and handled over 300 skipped upgrade records
- Tested functionality and developed fixes

CMS Upgrade

- Fixed CSS for DOM changes due to upgrade
- Added search functionality

Neustar
Solutions Architect
Twilio Integration

PDF Generator

Custom Applications

Discovery/CMDB

Upgrade from Dublin to Geneva

Upgrade from Geneva to Helsinki

Kemtah
ServiceNow Developer
Corporate Implementation

- Implemented integration with LDAP/SSO
- Developed integration with DC Metro API
- Worked in the Agile Development Framework

Lawrence Livermore Nat. Lab
ServiceNow Consultant
Product Catalog

- Deployed their Product Catalog for cellphone provisioning
- Designed and implemented the change management process for Security team
- Developed integration to send all logs to Syslog Server

Change Management for Security

- Deployed their Product Catalog for cellphone provisioning
- Designed and implemented the change management process for Security team

Syslog Integration

Argonne National Laboratory
ServiceNow Consultant
Engagement

- Performed root cause analysis of failed upgrade
- Redesigned the Change Management process implementing best practices
- Developed Service Catalog items

Cvent
Internet Operations Engineer
Incident Management

Change Management

Upgrade from Dublin to Eureka