Gulfam Shafee

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Professional Summary

Experienced IT professional with **10+ years** in technology consulting, including **7 years of expertise in ServiceNow** development, implementation, and support. Adept at leading **architecture design, integrations, and workflow automation** for **CSM, HRSD, ITSM, IRM, GRC, and HAM**. Proven track record of driving **process automation, system usability enhancements, and regulatory risk compliance solutions**.

Professional Experience

Solution Architect | *ICF India Consulting Pvt Ltd* | Oct 2024 – Present

- Architected and implemented **Customer Service Management (CSM)** workflows to enhance customer interactions.
- Integrated **JIRA, Power BI, and LogicMonitor**, enabling real-time dashboard reporting and operational insights.
- Designed automation solutions for customer enquiries, reducing **manual effort and response time.**
- Led a major **ServiceNow upgrade** with zero downtime, ensuring seamless transition and enhanced functionality.

Infra Dev Specialist | *Cognizant Technology Solutions* | Aug 2021 – Oct 2024

- Configured key **ServiceNow modules**, including **HRSD, CSM, HAM, and ITSM**, streamlining enterprise service workflows.
- Designed **automated service request processes** and approval structures using **ServiceNow Flow** instead of traditional workflows.
- Defined and implemented **SLAs**, ensuring optimal service availability, response times, and resolution targets.
- Developed **email notifications and alerts,** enhancing user communication on system events.

Senior Software Engineer | *Cybage Software Pvt. Ltd*. | Nov 2019 – Aug 2021

- Developed technical solutions within **Security Incident Response (SIR) and Governance, Risk, and Compliance (GRC)** frameworks.

- Optimized **risk assessment templates and compliance processes** for better policy adherence.

- Enhanced **ITSM modules**, refining **Incident Management, Change Management, and Problem Management** workflows.

Service Delivery Specialist | *IBM India Pvt. Ltd*. | Mar 2015 – Nov 2019

- Designed and deployed **ITSM modules**, including **Incident Management, Change Management, and Knowledge Management**.

- Created custom knowledge base articles, increasing **self-service adoption and reducing ticket volume**.

- Implemented **BigFix and Tivoli Workload Scheduler (TWS)** for secure endpoint management and task automation.

Education

🎓 **Master in Computer Applications**, Maharishi Dayanand University, Rohtak (2013)
🎓 **Bachelor in Computer Applications**, Maharishi Dayanand University, Rohtak (2010)

Certifications

✅ **ServiceNow Certified System Administrator**
✅ **ServiceNow Certified Application Developer**
✅ **ServiceNow Certified Implementation Specialist** – HRSD, GRC, HAM, SIR, VR, CSM
✅ **ITIL Foundation Certificate in IT Service Management**

Technical Skills

- 🔹 **ServiceNow, JavaScript, HTML, SQL**
- 🔹 **ITSM, GRC, IRM, HRSD, HAM, CSM**
- 🔹 **ServiceNow Flow, Integrations, Reporting**