K R MOHAMMED AREEB AMAAR

Software Developer

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Summary

Associate Software Developer with 1 year of hands-on ServiceNow ITSM development training experience, JavaScript scripting, and platform customization. Proficient in building scalable workflows, automations, Business Rules, Client Scripts, and ACLs. Strong focus on performance optimization, clean code, and secure access configuration. Dedicated to delivering robust solutions that improve operational efficiency.

Experience

Junior ServiceNow Developer (Hands-on Training)   Nov 2024 – Nov 2025

Sumz Technologies

- Implemented story-based client requirements across ITSM modules by customizing catalog forms, workflows, UI Policies, Business Rules, Client Scripts, and automating end-to-end processes.
- Developed and integrated REST APIs, Script Includes, GlideAjax, and ACLs to enhance platform functionality, improve security, and support seamless system integrations.
- Customized Service Portal widgets, pages, and Workspace views to improve user experience, support role-specific workflows, and deliver client-focused solutions.
- Designed and delivered a custom HRMS module, including data tables, forms, logic scripting, approval flows, notifications, and deployment using Update Sets.

Technical Skills

Programming Languages: Java, JavaScript, SQL

Backend & Frameworks: Spring Boot, REST APIs, JWT Authentication, OAuth2 (Google Auth), Maven, Swagger, JUnit

Databases & Messaging: MongoDB Atlas, Redis, Apache Kafka

ServiceNow Skills: ITSM (Incident, Problem, Change), Service Catalog, Client Scripts, Business Rules, Script Includes, GlideAjax, Flow Designer, Service Portal, ACLs, Workspace Customization, Tables & Relationships, Update Sets

Tools & Environments: Git, Postman, ServiceNow Studio, Android Studio

Projects

Journal App | *Spring Boot, MongoDB, Redis, Kafka, JWT, OAuth2.0*   2026

- Developed a secure RESTful backend using Spring Boot with layered architecture (Controller–Service–Repository).
- Implemented JWT authentication and Google OAuth2 login with role-based access control using Spring Security.
- Integrated MongoDB Atlas for persistence, Redis caching for performance optimization, and Kafka messaging for asynchronous sentiment notifications.
- Built scheduled jobs for weekly sentiment analysis emails, external Weather API integration, and API documentation using Swagger.

HRMS Document Tracker | *ServiceNow*   July 2025

- Built a document tracking module with tables, forms, ACLs, and multi-stage approvals.
- Automated inactive-user detection with notifications and Flow Designer workflows.
- Configured UI Policies, scripts, widgets, logs, and Update Sets for deployment.

Achievements

- Recognized as **Class Topper** for outstanding academic performance throughout the Bachelor's program.
- Received appreciation for developing the **MediTime** Android application as a final-year project.
- Organized and hosted a **national-level symposium**, demonstrating strong leadership and coordination skills.

Education

C. Abdul Hakeem College of Engineering and Technology

Bachelor of Engineering in Computer Science and Engineering