

SERVICENOW INTERVIEW TIPS



AVOID TOP 10
MISTAKES

REACH ME AT



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PREPARING FROM GOOGLE



THERE ARE LOT OF INTERVIEW DUMPS FLOATING AROUND ON GOOGLE AND LINKEDIN. WHILE THEY CAN BE A GOOD STARTING POINT, RELYING SOLELY ON THESE SOURCES IS A BIG MISTAKE !

DO YOU THINK INTERVIEWERS ARE ASKING QUESTIONS THEY'VE JUST GOOGLED? ABSOLUTELY NOT! INTERVIEWERS ASK QUESTIONS BASED ON REAL-WORLD SCENARIOS AND YOUR ABILITY TO SOLVE PROBLEMS.

BUILD YOUR PROBLEM-SOLVING SKILLS, DEVELOP A CORE UNDERSTANDING OF SERVICENOW, AND LEARN TO APPLY THAT KNOWLEDGE TO REAL-LIFE USE CASES. DON'T JUST MEMORIZIZE; UNDERSTAND THE PLATFORM DEEPLY



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POOR RESUME PREPARATION



A LOT OF CANDIDATES COPY RESUMES FROM OTHERS OR NOT PREPARE THEM THOROUGHLY.

HERE'S THE CATCH: IF IT'S IN YOUR RESUME, YOU SHOULD BE ABLE TO DISCUSS IT CONFIDENTLY.

YOU NEED TO BE THOROUGH WITH EVERY POINT MENTIONED BECAUSE INTERVIEWERS WILL DEFINITELY QUESTION YOU ON IT. OFTEN, CANDIDATES FAIL TO JUSTIFY THE SKILLS LISTED ON THEIR RESUMES, LEADING TO A BAD IMPRESSION. SO, BE SURE TO REVIEW YOUR RESUME, OWN EVERY POINT, AND BE PREPARED TO TALK ABOUT YOUR EXPERIENCE IN DETAIL.



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ONLY ITSM KNOWLEDGE



YES, SERVICENOW BEGAN AS AN ITSM TOOL, BUT IT HAS NOW EVOLVED INTO A COMPREHENSIVE ENTERPRISE PLATFORM.

WITH ADVANCEMENTS IN AREAS LIKE RPA, PREDICTIVE INTELLIGENCE, TASK INTELLIGENCE, AGENTIC AI ETC, ITSM KNOWLEDGE ALONE IS NOT ENOUGH.

IF YOU TRULY WANT TO STAND OUT, YOU NEED TO FAMILIARIZE YOURSELF WITH ITOM, ITAM, AND ITBM AS WELL.

BE KNOWLEDGEABLE IN THE ADVANCE TOPICS AND NON ITSM AREAS IN SERVICENOW AND HAVING EXPERTISE IN THEM WILL ALWAYS BE A PLUS.



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4 LACK OF CODING SKILLS



WHILE SERVICENOW OFFERS A LOW-CODE/NO-CODE ENVIRONMENT FOR MANY FEATURES, KNOWING HOW TO CODE IS STILL IMPORTANT.

MANY CANDIDATES STRUGGLE WITH BASIC CODING CONCEPTS, SUCH AS REMOVING DUPLICATES FROM AN ARRAY OR WORKING WITH JSON DATA.

THESE ARE SIMPLE BUT ESSENTIAL SKILLS. SO, MAKE SURE YOU'RE COMFORTABLE WITH JAVASCRIPT, HTML, CSS, SQL, AND EVEN ANGULARJS.

DON'T RELY ON THE PLATFORM'S LOW-CODE NATURE—SOLID CODING SKILLS ARE STILL HIGHLY VALUED !



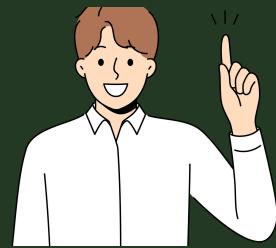
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IGNORING CORE PLATFORM FEATURES



**UPGRADES, CLONING, INTEGRATIONS
DEBUGGING , PERFORMANCE ETC**

IT'S EASY TO GET LOST IN THE EXCITEMENT OF DEVELOPMENT AND
FORGET ABOUT THE BASICS.

HOWEVER, CORE PLATFORM OPERATIONS LIKE DEBUGGING, UPGRADES,
CLONING, AND PERFORMANCE OPTIMIZATION ARE CRITICAL.

YOU NEED TO BE ABLE TO TROUBLESHOOT BOTH SERVER-SIDE AND
CLIENT-SIDE ISSUES. FAMILIARIZE YOURSELF WITH UPGRADE AND
CLONING PROCEDURES, AND MAKE SURE YOU UNDERSTAND HOW TO
OPTIMIZE PERFORMANCE AND INTEGRATE WITH OTHER SYSTEMS. THESE
ARE OFTEN OVERLOOKED IN PREPARATION BUT ARE MUST-HAVE SKILLS.



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6 NOT KNOWING THE JOB DESCRIPTION (JD)



BELIEVE IT OR NOT, MANY CANDIDATES GO INTO AN INTERVIEW WITHOUT FULLY UNDERSTANDING THE JOB DESCRIPTION.

IF THE JD SPECIFICALLY MENTIONS ITEM KNOWLEDGE AND YOU HAVEN'T PREPARED FOR IT, YOU'RE SETTING YOURSELF UP FOR FAILURE.

ALWAYS TAKE TIME TO REVIEW THE JD THOROUGHLY. KNOW THE ROLE, THE SKILLS REQUIRED, AND ANY SPECIALIZED KNOWLEDGE MENTIONED. A TAILORED APPROACH TO EACH INTERVIEW WILL SIGNIFICANTLY INCREASE YOUR CHANCES OF SUCCESS.



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7 SAYING “NO” WHEN YOU DON’T KNOW !



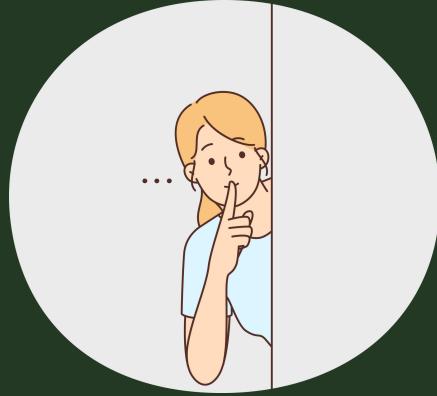
WHEN YOU DON’T KNOW THE ANSWER TO A QUESTION, CANDIDATES OFTEN TRY TO DISTRACT THE INTERVIEWER OR GIVE A VAGUE RESPONSE.

HERE’S A TIP: DON’T BE AFRAID TO SAY “NO”. IT’S MUCH BETTER TO ADMIT YOU DON’T KNOW SOMETHING RATHER THAN TRYING TO BLUFF.

INTERVIEWERS WILL APPRECIATE YOUR HONESTY AND WILL LIKELY MOVE ON TO TOPICS WHERE YOU’RE MORE KNOWLEDGEABLE. USE THIS OPPORTUNITY TO FOCUS ON WHAT YOU DO KNOW. CONFIDENCE AND SELF-AWARENESS MATTER.

8

TELL ME ABOUT YOURSELF!



A COMMON MISTAKE IS NOT USING THE INTRODUCTORY PART OF THE INTERVIEW TO YOUR ADVANTAGE.

DON'T JUST ANSWER "TELL ME ABOUT YOURSELF" WITH A GENERIC RESPONSE.

USE THIS TIME TO HIGHLIGHT YOUR ACHIEVEMENTS, HOW YOU SOLVED INDUSTRY PROBLEMS, AND THE IMPACT YOU HAD ON YOUR PREVIOUS PROJECTS. DISCUSS HOW YOU SAVED TIME, REDUCED COSTS, OR IMPROVED EFFICIENCY USING SERVICENOW SOLUTIONS. A STRONG INTRODUCTION CAN SET THE TONE FOR THE REST OF THE INTERVIEW, SO PRACTICE IT WELL. YOU CAN EVEN USE A MIRROR TO REHEARSE YOUR DELIVERY BEFORE THE INTERVIEW.



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ALLOWING THE INTERVIEWER TO TAKE CONTROL!



A COMMON MISTAKE MANY CANDIDATES MAKE IS LETTING THE INTERVIEWER STEER THE CONVERSATION TOWARDS THEIR WEAK POINTS.

DON'T LET THE INTERVIEWER LEAD YOU INTO A CORNER!

YOU SHOULD TAKE CONTROL OF THE INTERVIEW BY DIRECTING THE CONVERSATION TOWARD YOUR STRENGTHS. IF YOU DON'T KNOW SOMETHING, SIMPLY SAY "NO" (AS MENTIONED IN POINT 7) AND DIVERT THE CONVERSATION TO TOPICS WHERE YOU'RE MORE CONFIDENT.

INTERVIEWERS OFTEN TEST YOU BY DIVING INTO AREAS YOU'RE WEAK IN, BUT YOU CAN TURN THE CONVERSATION IN YOUR FAVOR BY CONFIDENTLY LEADING TO THE POINT ABOUT WHAT YOU KNOW BEST.



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10 PROXY AND FAKE EXPERIENCE



PROXY CANDIDATES: IF YOU THINK YOU CAN PASS A SERVICENOW INTERVIEW WITH A PROXY, THINK AGAIN! INTERVIEWERS CAN EASILY SPOT WHEN SOMEONE'S NOT AUTHENTIC, ESPECIALLY DURING VIRTUAL INTERVIEWS. THE EXCUSE OF POOR NETWORK BANDWIDTH OR "DELAYED AUDIO" WILL NOT SAVE YOU. AVOID PROXY CANDIDATES AT ALL COSTS—THIS WILL GET YOU BLACKLISTED.

FAKE SERVICENOW EXPERIENCE: SERVICENOW HAS EVOLVED SIGNIFICANTLY OVER THE YEARS, SO IF YOU'RE TRYING TO FAKE YOUR EXPERIENCE, BE PREPARED TO GET CAUGHT. A SEASONED INTERVIEWER CAN ASK SIMPLE QUESTIONS ABOUT THE VERSIONS YOU'VE WORKED WITH, AND THAT'S ENOUGH TO EXPOSE FALSE EXPERIENCE. ALWAYS BE HONEST ABOUT YOUR BACKGROUND.



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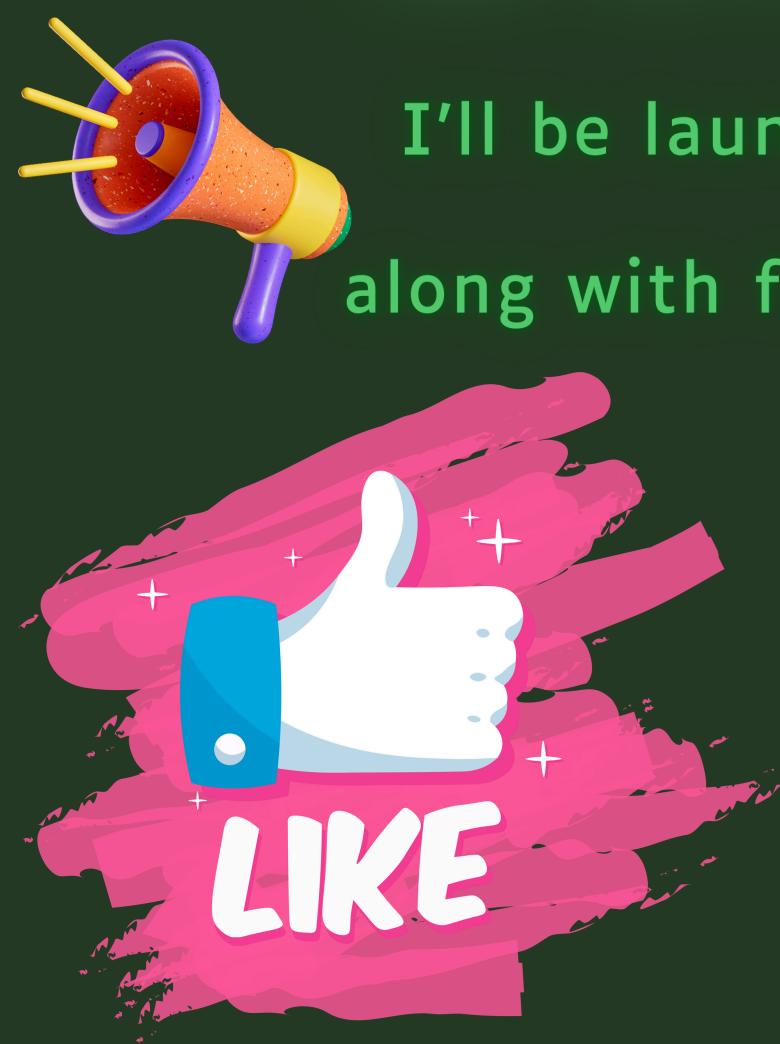


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along with free ServiceNow training. Stay tuned!



WRITE TO ME

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