**Mohammad Jordan**

**Senior ServiceNow Developer/Tech Lead**

**Summary**

* About 12 years of experience in Information Technology and 8+ years of experience in ServiceNow in ITIL and IT Service Management Solutions in IT Infrastructure with expertise in the ITSM suite.
* A ServiceNow consultant with experience on implementing end-to-end Service Catalog, Incident Management, Service Request Management, Report, Change Management, Problem Management, B2B (Business to Business) integration, SOAP & REST Integrations, SSO, Active Directory, Configuration Management, Notify, On-call Scheduling, Asset management with extensive knowledge on Content Management System.
* Involved in gathering and analyzing requirements, project plan creation, new integrations, administrations, configurations, development, post go-live enhancement/support, distributing the task among the team members and tracking status.
* Developed solutions using JavaScript, Ajax, Web Services, REST, and other web technologies to integrate ServiceNow with internal/ external systems and tools.
* Extensive experience in ServiceNow development and Implementation
* Core competency areas include IT Service Management using ServiceNow Tool
* Gathering requirements and converting BRD's into technical requirements. Created design patterns & implementation plans for ServiceNow enhancements.
* Developed java scripts and configured workflows to implement additional features, customizations and enable the process flow.
* Responsible for the Patch management and closely working with SNOW to fulfill without any interruptions.
* Good understanding of Agile methodologies and the Scrum framework.
* Involved in designing the new documentation and workflow activities for different teams and developers.
* Post roll out production support. Experience of handling Bug Fixes and Enhancement requests.
* Proactive in analyzing, coding, and understanding business processes, and ability to adhere to stringent Quality Procedures.
* Experienced in all phases of reporting activities including report design, data collection, summarization, and validation.
* Ability to work productively and effectively in a team as well as individually.

**Certification**

* CSA ServiceNow Certified
* CAD ServiceNow Certified
* ITIL ServiceNow Certified

**Technical Skills**

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| --- | --- |
| Programming Languages | * C, C++, ASP .Net (C#), JEE, SQL, PL/SQL, ADO.Net, JavaScript, HTML, CSS |
| ITIL | * ITSM, ITOM, ITAM and ITBM |
| Software Methodologies | * SDLC, Waterfall, Agile, XP, Scrum |
| Databases | * Oracle DB, MySQL |
| Database Tools | * SQL Client, TOAD, SQL Developer |
| Web/Application Servers | * IBM Web Sphere 6.x, Web Logic 10, Apache Tomcat |
| IDE | * Eclipse, Net Beans, TOAD |
| Version Control Tools | * CVS, SVN and ServiceNow team development |
| Tools and Packages | * Rational Rose, Ant, Maven, Log4j, TOAD, MS Office, Dreamweaver, and Update Sets |
| Citizenship | * US Citizen |

**Highlights of Expertise**

* Guided team of 3 QA, and 2 Devs on how to do automated test cases in ATF Also responsible for end-to-end delivery of requirements starting with development, and product testing till it reaches the production instance.
* Automated test cases using ATF. Created tests, test suites and scheduled tests to be run after Deployment from Dev to Test to UAT
* Test SNOW API using SOAP UI and API Explorer
* Tested Service catalogs which included creating new catalog items and workflows
* Involved in migrating ATF tests between different environments using update Specification documents.
* Implemented a HR portal on the new Service portal (New York) and worked on (Orlando)
* Led 2 implementation projects experience using and developing CMS.
* Implementing Service Request Management from End-to-End including the integrations with other tools and giving support for the whole Service Catalog Application including resolving the incidents and problem tickets on the Service Catalog.
* Development of Service catalog which includes creating new catalog items, designing workflows and execution plans.
* Created functional and technical specifications documents for various Service Now modules.
* Implementation, Customization and Maintenance of ITIL modules such as Incident, Change, Problem, Knowledge, Service Catalog, CMDB and CMS in Service Now
* Coordinating the instance upgrade activities.
* Involved in cloning activities like raising the request for cloning and excluding some tables to not come under cloning.
* Worked on change management module by enhancing the tool for the stakeholders and making it easy to understand.
* Worked on CMDB from scratch and worked on domain separations.
* Configured multiple Catalog Items Front-end web / GUI components using JavaScript, Soap, web services, CSS, HTML5.
* Use JavaScript to create Business Rules, Client Scripts, UI Policies and UI Actions.
* Worked on UI Macros to create pages as templates on the requirement from the stakeholders.
* Configured multiple forms for the Asset module using the Configuration Management Database.
* Resolving typical User access and role issues by checking the active directory and user’s table.
* Writing Catalog client scripts and UI policies to make client-side changes using Glide/Jelly/JavaScript.
* Experience working in PPM (Project Portfolio Management) creating new and managing existing portfolios.
* Creating UI pages to use them in catalogue items, implemented using UI scripts.
* Creating Knowledge articles to document the steps in creating catalogue items.
* Working on different kinds of variables and variable sets.
* Worked on Geneva, Fuji, Eureka, Dublin, Calgary, Berlin, New York and recently on Orlando versions.
* Working on order guides, to arrange them in sequential order to make the user comfortable while raising a request.
* Re-designed workflows using workflow editor and reconciled complicated workflows to form.
* Writing script includes invoking them in reference qualifiers or variable scripting.
* Integrating the Service catalogue module with the "Netcool" monitoring tool using Web Services and fixing the issues that come up while the tools are interacting.
* Involved in preparing Test Plans and Test Cases based on business requirements.
* Executed test cases for functional testing, GUI testing, Security testing, and E2E testing.
* Worked closely with Scrum Team BAs to assist in Story Grooming and Story Pointing.

**Experience**

**Senior ServiceNow Developer/Tech Lead,** *Client: Vanguard* **Oct 2022 - Current**

* Proficiently developed and configured ServiceNow service portals, widgets, and interactive dashboards from the ground up, meeting specific business requirements and enhancing user experience.
* Collaborated closely with cross-functional teams to gather comprehensive requirements and transform them into effective and customized ServiceNow solutions.
* Demonstrated mastery in implementing advanced functionalities within service portals and dashboards, resulting in streamlined processes and improved efficiency.
* Ensured strict adherence to best practices and industry standards for ServiceNow development, contributing to the delivery of robust and scalable applications.
* Designed and Developed UI/UX for Catalog Design, creating UI pages to use in catalog items using the UI Scripts, and designed workflows and execution plans.
* As a part of the core development team worked on resolving incidents by providing proper root cause investigation.
* Worked on the Change Greenfield project to redesign the entire Change Management process by analyzing the existing customizations and implementing bolt-on development to accomplish smooth upgrades.
* Worked extensively on planning and upgrading the production instance from the Madrid to the Orlando version.
* ITSM and ITOM initiatives. Most of the initiatives are related to the Incident Management, Problem Management, Change Management, Service Catalogs, CMDB
* Implemented Orchestration in projects to manage data flow and automation between ServiceNow and Office 365, SCCM. Provided support for issues related to Orchestration and other Integrations.
* Import data from various data sources (FILE, JDBC) using import sets and transform maps.
* Implemented Integration-Hub and worked on ServiceNow and Office 365 spoke to pull mailbox data from Exchange.
* Configured Event Management (ITOM) by configuring Connector Instances and Connector Definitions.
* Worked on ServiceNow Event Management by configuring Event Mapping Rules, Event Transform Rules, Alert Rules, and Incident Templates.
* Worked on Service Mapping to define business services, troubleshoot the discovery and mapping process as well and create new discovery patterns.
* Worked on Discovery and set up mid servers and checked for connectivity, gained expertise in troubleshooting Discovery tool.
* Created database views to join multiple tables and enable data transfer from ServiceNow to other systems like DataStage, Bamboo, Excalibur, Splunk, and Phantom using REST API (GET).
* Worked on Scripted REST APIs to manage requests and responses from other systems to ServiceNow.
* Used FTP to achieve file transfer between ServiceNow and other applications to manage data transfer.
* Worked on implementing Event Management to enable the process of Incident and Standard Change creation based on Alert type received from Phantom.
* Implemented custom SDLC process by developing tables and forms which assist in capturing and documenting work done by developers in the form of Incidents, Problems or Request Items.
* Worked on importing data into ServiceNow and performed Transformation using Transform maps.
* Worked on integrating ServiceNow and AWS using the AWS service catalog connector to automate the process of provisioning secure, compliant, and pre-approved AWS products into the ServiceNow portal.
* Created monthly Metric reports for IT management teams and assisted with scheduling data exports to application owners.
* Worked with end-user self-service portal management and reconciliation of complicated workflows.
* Created Knowledge articles to provide access to information related to services available on the portal and other ITIL modules.
* Communicate with external web services using SOAP Messages and REST.
* Involved in LDAP integration with ServiceNow for obtaining users and groups.
* Integrated with a third-party application (WAF) using JDBC Probes to update Outages.
* Preparing an Implementation Plan for every release in ServiceNow and providing a Walkthrough to the entire team to execute the steps.
* Worked on implementing Performance Analytics and fixing defects related to reports and dashboards generated.
* Implemented CI/CD pipeline for enabling DevOps environment to assist deployment using Standard Changes by systems like Ansible and Bamboo.

**Sr. ServiceNow Developer,** *Client: Lincoln Financial, Philadelphia PA* **May 2019 – Sep 2022**

Responsibilities:

* Working with client and functional requirements within ServiceNow.
* Facilitating rollout of new applications and modules.
* Design and implement new functionality using Business Rules, UI Policies, and Access Lists etc.
* Assisting client implementing the MSP (Managed Service Provider) instance for Service-Now and domain separation for ServiceNow Instances.
* Implemented SLAs, ACLs, Catalog Client Scripts, Catalog UI Policies as per the requirements.
* Worked with Verizon E-bonding Integration by modifying OOB Script Includes.
* Customized agile module to manage Software development projects.
* Service Catalog and Request Workflow Design and Configuration
* Designing the Content Management System for Varian system which involved layout, CSS, and service catalog work.
* Integrated with Active Directory using LDAP for authentication and Loaded users, groups, and roles into Service Now.
* Designed many email templates by using HTML and JELLY scripting and used them in notifications.
* Created various workflows for Incident Management, Change Management, Service Requests and SLA's.
* Supported chat, virtual agent and ServiceNow CSAT module.
* Created Buttons and context menus both on form and lists using UI actions.
* Worked with windows team, network team and Asset team to check for the data collected through discovery is accurate.
* Written script includes and invokes them in business rules and client scripts Imported many CI's using import set tables.
* Created data sources and loaded the ServiceNow tables with different data formats.
* Created transform maps both automatic field mapping and scripting.
* Also, worked on Asset Management and loaded the data using spreadsheets.
* Worked on the integration of ServiceNow with Siebel, integrated Service Catalog, and Incident module.
* Configured and used ATF for unit and integration testing.

Environment: ServiceNow, AJAX, JavaScript, CSS, XML, HTML, XHTML.

**ServiceNow Administrator/Consultant,** *Philadelphia PA* **Mar 2017 - Apr 2019**

*Client: AIG -United Guaranty*

Responsibilities:

* Designed and configured the Incident, Problem and Change Management applications supporting ITIL and business processes.
* Participated in Service-Now Quick Start Implementation process and worked with Service-Now in the process of implementation of Incident, Change, Problem, Knowledge, and Service-Catalog.
* Responsible for defining a new IT organization structure to support redefined IT Service Management strategy involving Application Development (SDLC/Agile/DevOps), IT Operations, IT Infrastructure, Platform Services, ERP, Productivity Services, and IT Delivery and Support organizations. Objective was to unify and improve IT service delivery to various business lines and product families.
* Organization Development - Designed organization strategy that would unify Monsanto IT organization silos around an ITIL IT Service Management framework.
* Worked on identifying the users, groups, categories and following the ITIL standards while designing these solutions.
* Designed the User Interface and Configured the Asset Management application to support ITIL and business processes.
* Populated users into the system using LDAP integration and worked closely with ServiceNow team and Infrastructure team to facilitate this integration.
* Developed Client scripts, UI Policies, Script Includes, Business Rules across the application as per the requirement.
* Configuring Email, inbound and outbound email actions and developing mail scripts on need basis.
* Scheduling cloning and migration of data from instances with Service-Now
* Prepared requirement specifications and design documents
* Optimized and Monitored system performance and provided system statistics and reports to the Business.

Environment: ServiceNow Geneva/Helsinki, XML, Oracle, SQL, UNIX.

**ServiceNow Administrator/Consultant,** *Client: Pfizer, Collegeville PA* **Jan 2016 – Feb 2017**

Responsibilities:

* Customized UI Appearance for Incident, Problem, Change and Project Management Application, which is simple, intuitive, and easy to use.
* Configured the email inbound actions that triggers incident with an email.
* Verifying Email logs and troubleshooting emails with issues.
* Scheduling the reports at some time in different formats like.PDF, Docx and landscape.
* Scheduling jobs using JavaScript that runs at periodical time.
* Configuring SLA's using SLA definitions for Incident, Catalog Tasks and Catalog Items.
* Configured Service Level Agreements (SLA's) to define certain levels of services to incident management and Service catalogs.
* Added the dictionary entries to be listed out in incident list view.
* Configuring Catalog items and adding them to Employee self-service page.
* Adding UI policies and UI actions to achieve customer requirements.
* Utilized Java Scripting in Business Rules, Client scripts, UI Policies and UI Actions to deliver solutions that automate and audit business processes.
* Performed technical validation and testing to ensure requirements are satisfied with sample data.
* Recommended improvements or changes to technical and functional designs where appropriate.
* Created Web service integration for external system to Create or Search records on CMDB\_CI table.
* Built service watch dashboards in Service watch.
* Wrote Classifiers and identifiers to direct the discovery tool to gather the information of the configuration items with no error.
* Worked on the internal portal for accessing all the business services by using ServiceNow Content Management Application.
* Experience with Service Portal creation and maintenance and well versed in AngularJS scripting as well as CSS.
* Involved in designing the portal and showcasing it into a user-friendly environment.
* Create ServiceNow reports and dashboards.
* Responsible for gathering the requirements from the client and using scrum process we used to divide the work.
* Managing the standards in Queue management and assigning the tickets/tasks in an order.
* Responsible for access control, security, minor enhancements such as form or workflow editing.
* Providing the design solution, technical methodologies, and processes solution to meet the customer requirements.
* Responsible for on-going enhancement and maintenance of the ServiceNow platform.
* Involved in working with process owners to develop workflow, implement the workflows in Service Applications.
* Performed Load, manipulate, and maintain data between Service-now and other systems.
* Implemented, documented, and maintained the Service-Now platform to meet specific business needs to support ITIL and business processes.
* Worked with client and management to resolve issues and validate programming requirements within their areas of responsibility.

Environment: ServiceNow Fuji, Incident, Change, Problem, Configuration, Knowledge, Asset management, Service catalogs, Client scripts, Workflows, UI policies, Catalog items, Business rules, Reports, Email notifications, HTML, CSS, XML, JavaScript, Windows.

**Java Developer,** *Client: T-Mobile, Philadelphia, PA* **Apr 2014 - Dec 2016**

Responsibilities:

* Interacted with the stakeholders and gathered requirements and business artifacts based on Agile SCRUM methodology.
* Developed web pages by using HTML, CSS, and JavaScript.
* Used Eclipse to develop source code and debug the application.
* Built a custom cross-platform architecture using Java, Spring Core/MVC, and Hibernate.
* Implemented Web-Services to integrate between different applications internal and third-party components using SOAP and REST services using Apache-CXF
* Configured Queues and Topics as part of application integration and defined Camel routing between queues/topics.
* Reviewed the XML logical data model and developed XML schema XSD to validate the model and used JAX-B for Xml-Java Mapping and XML-XSLT conversion.
* Developed and published web-services using WSDL, SOAP and XML, JAX-B based on top-down and bottom-up approaches.
* Experience in pre-testing the Web-Service calls with SOAP UI using endpoints.
* Coordinated Unit Testing by JUnit, Easy Mock, Integration and User Acceptance Testing and developed test cases for bean components.
* Used Subversion for maintaining the component and for release and version management. And JIRA for defect tracking.
* Maven tool has been used for the build and deploy procedure scripts in UNIX, Linux and Windows environment using Hudson.
* Been though Release process for project execution as part of SCRUM.

Environment: Java, JDBC, Servlets, JSP, JMS, XML, HTML, CSS, Eclipse and Oracle10g.

**Java Developer,** *Client: Rite Aid, Philadelphia PA* **Feb 2011 – Mar 14**

Responsibilities:

* Designed CSS based page layouts that are cross-browser compatible and standards-compliant.
* Used jQuery for basic animation and end user screen customization purposes.
* Responsible for design and development of the web pages from mock- ups.
* Designed and developed creative intuitive user interfaces that address business and end-user needs, while considering the technical, physical, and temporal constraints of the users.
* Used Bootstrap library to quickly build project UI's and used AngularJS framework to associate HTML elements to models.
* Extensive experience on using Angular directives, working on attribute level, element level and class level directives.
* Utilized modular structure within the Angular JS application in which different functionalities within the application were divided into different modules.
* Interfaced with third-party vendors to customize UI/UX solutions for web verticals.
* Developed JavaScript library for rendering domain-specific layout XML to the web.
* Developed code to call the web service/APIs to fetch the data and populate on the UI using JQUERY/AJAX.
* Participated in development of a well responsive single page application using AngularJS framework, JavaScript, and jQuery in conjunction with HTML, CSS standards, with front-end UI team.
* Application integration with Spring Web Services to fetch data from external Benefits application using SOA architecture, configuring WSDL based on SOAP specifications.
* Used kafka APIs to pipeline the data streaming between the application and database.
* Used MySQL database to save and retrieve data about user subscription and payment information.
* Developed Mobile Apps using JQuery Mobile.
* Responsible for making responsive web pages using twitter bootstrap and media queries.
* Designed and developed CSS preprocessors (SASS and Compass).

Environment: HTML, XSLT, CSS, JAVA SCRIPT, AJAX, Firebug, Adobe Dreamweaver, Adobe Photoshop, PHP, SQL, PL/SQL.

**Education**

* Associate degree - Montco community college2015

Major MIS.