



TOMIWA AKINROTIMI

Melrose Park, IL 60160 | (773) 808-3299 | tomiwa.akinrotimi@gmail.com

LinkedIn: [linkedin.com/in/tomiwa-a-42ba7a120/](https://www.linkedin.com/in/tomiwa-a-42ba7a120/)

Personal Portfolio Website: <https://tomiwa135.github.io/>

SUMMARY

- Certified ServiceNow Developer/Administrator with 3+ years of IT experience and 2 years of experience in developing and implementing ITSM, ITOM, and ITAM modules on the ServiceNow platform following ITIL best practices
- Extensive ServiceNow experience in various processes like Incident and Problem Management, Service Catalog, CMDB, Change Management, Asset Management, and Web Services integration
- Extensive ServiceNow training with the San Diego, Tokyo, Utah, and Vancouver releases
- Possess good interpersonal skills and communication skills, a proven team player, and a good problem-solver

TECHNICAL SKILLS PROFILE

- **Programming:** JavaScript, PowerShell, Python, JSON, XML
- **Web Dev:** HTML, CSS, Angular JS, jQuery, AJAX, React Native
- **Operating Systems:** LINUX/UNIX, MS Windows
- **Database Software:** RDS (MySQL, PostgreSQL), Amazon RDS
- **Analysis tools:** MS Office Suite (PowerPoint, Excel, Word, Outlook, Teams)
- **Version Control:** Git, GitHub, Bitbucket
- **SDLC Methodologies:** Agile

CERTIFICATIONS

- ITIL v4 Foundation
- ServiceNow Certified System Administrator (CSA)
- ServiceNow Certified Application Developer (CAD)
- ServiceNow Certified Implementation Specialist – Discovery (CIS – Discovery)
- ServiceNow Certified Implementation Specialist – ITSM (CIS – ITSM)
- ServiceNow Micro-Cert. – Flow Designer
- ServiceNow Micro-Cert. – Integration Hub
- ServiceNow Micro-Cert. – Configure the CMDB
- AWS Certified Solutions Architect – Associate

PROFESSIONAL EXPERIENCE

Wooden Edge Studios

ServiceNow Developer

Chicago, IL

April 2023 – Present

- Led a team of developers, QA, designers, and product engineers in successfully building the woodenedgestudios.com website and API integrations using the Agile framework
- Log incidents in ServiceNow based on customer inquiries or issues reported on the website through the customization of the core applications, including Incident Management, Change Management, and Problem Management
- Designed custom ServiceNow applications, including an inventory management application to track and manage pieces of machinery and tools in the workshop using Business Rules, Script Includes, Client Scripts, and the Service Catalog
- Integrate the Glide API, including Glide Record, Glide Ajax, and Glide Aggregate, to send and receive data from ServiceNow based on customized form design requirements
- Configured SSO and login processes for the ServiceNow instance using SSOCircle and LDAP for authentication
- Extracted inventory data sources in Comma-separated values (CSV) into a customized ServiceNow table using Import Sets and Transform Maps
- Restructured the Employee Self-Service (ESS) portal and implemented appropriate workflows
- Experimented with external integration using web services and MID Servers via SOAP and REST APIs



J.P. Morgan Chase & Co.

Chicago, IL

Associate Software Engineer, Core Transactional Services (CTS)

February 2022 – March 2023

- Participated in software releases through the Agile SDLC methodology, which consisted of daily stand-ups, weekly JIRA sprint planning, backlog refinement, and monthly retrospectives
- Led the implementation of the Certificate Key Management System (CKMS) API through an Infrastructure-as-Code (IaC) pre-deploy task in Jenkins
- Pioneered a Python script to convert Network Policies in JSON to YAML for the Application Development team that decreased the conversion duration from **48 hours** to **seconds**
- Implemented automated software provisioning using Jenkins shared libraries, streamlining the onboarding of applications to DEV, QA/UAT, or PROD environments
- Adopted the ServiceNow service portal as an end-user for ticketing and resolving internal IT issues
- Engaged in code reviews to guarantee code accuracy and provided valuable insights to junior associates

HBM Engineering Group

Chicago, IL

ServiceNow Administrator

January 2021 – November 2021

- Handled data migration to import data into ServiceNow tables from other applications and external databases
- Deployed and maintained discovery MID servers on-premises with the ServiceNow platform
- Established the ServiceNow configuration database as the source of truth for CI information and ensured all CIs were up to date
- Implemented data migration of CI attributes for CMDB using import sets and ServiceNow discovery schedules
- Partnered with the development team on Glide Scripts and JavaScript configurations to drive business processes in forms, workflows, flow designers, and service catalogs using Client Scripts/UI Policies and Server Scripts
- Created and managed user accounts, users and groups, roles, policy restrictions, and ACLs

Magnusson Klemencic Associates

Seattle, WA

Engineering Intern

May 2019 – August 2019

- Collaborated with stakeholders to gather requirements for projects and to define project scopes and tasks
- Delivered project updates and progress to stakeholders through regular reporting, dashboards, and presentations
- Implemented CAD software to modify structural designs while adhering to industry-standard building regulations

PERSONAL PROJECTS HIGHLIGHT

- **MID Servers for AWS-ServiceNow Discovery:** I deployed and configured MID servers on an EC2 Instance hosting a Linux server in my AWS account and then used the ServiceNow Discovery Schedule to discover all the Availability Zones in my account. I then created an AWS Service Account in the Cloud Provisioning and Governance application in ServiceNow to further discover all the cloud resources in my account and their relationships, including the specific virtual instance that hosts my e-commerce website and the instance type. This initiative allowed me to automatically populate the CMDB table in my ServiceNow instance and track all the Configuration Items (CIs) in my AWS infrastructure.
- **ServiceNow REST API Integration on Contact Form:** Using the ServiceNow REST API Explorer, I constructed and tested REST API requests for the contact form section on my portfolio website – [contact form](#). I used CRUD operations to create a record in a custom “contact-form” table on submission of the form on the website. Using JavaScript and AJAX, I could make my website make async calls to my ServiceNow Personal Development Instance (PDI) to avoid impacting user experience in the displayed contact section. Additionally, I set the field values on the form in ServiceNow to “read-only,” using UI Policies to maintain the integrity of the incoming data.

EDUCATION

- **University of California, Berkeley** August 2019 – July 2020
Master of Science in Engineering Mechanics
- **University of Illinois, Urbana-Champaign** August 2015 – May 2019
Bachelor of Science in Structural Engineering