



# TOMIWA AKINROTIMI

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

## SUMMARY

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- Certified ServiceNow Developer/Administrator with 6 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, Configuration Management, Knowledge 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

## CERTIFICATIONS

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- 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-Certification – Flow Designer
- ServiceNow Micro-Certification – Integration Hub
- ServiceNow Micro-Certification – Configure the CMDB
- ITIL v4 Foundation
- AWS Certified Solutions Architect - Associate

## PROFESSIONAL EXPERIENCE

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### Wooden Edge Studios

#### Senior ServiceNow Developer

Chicago, IL

March 2023 – Present

- Lead a team of developers and product engineers in successfully building the [woodenedgestudios.com](https://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
- Design 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
- Configure SSO and login processes for the ServiceNow instance using SSOCircle and LDAP for authentication
- Extract inventory data sources in Comma-separated values (CSV) into a customized ServiceNow table using Import Sets and Transform Maps
- Restructure the Employee Self-Service (ESS) portal and implement appropriate workflows
- Experiment with external integration using web services and MID Servers via SOAP and REST APIs

### J.P. Morgan Chase & Co.

#### Application Developer, ServiceNow

Chicago, IL

February 2022 – March 2023

- Worked closely with other developers and stakeholders to understand requirements and deliver effective solutions within the ServiceNow platform
- Adhered to security best practices in ServiceNow development, ensuring compliance with internal policies and industry regulations
- Participated in bi-weekly software releases through the Agile SDLC methodology to display and perform an end-to-end application walk-through with clients



- Pioneered a custom ServiceNow utility script to convert Network Policies folder in JSON for the Infrastructure Engineering team that decreased the conversion duration from **48 hours** to **seconds**
- Used ServiceNow Discovery to populate ServiceNow CMDB and populate downstream ITIL forms with system and resource information
- Responsible for gathering requirements and configuring Line of Business (LOB) Service Catalog items from scratch
- Assisted in integrating ServiceNow with other systems on-premises and in the cloud, utilizing RESTful APIs to facilitate data exchange
- Worked on enhancements for ITSM module including Incident, Problem, and Change Management and Service Catalog
- Developed innovative solutions using JavaScript, Ajax, REST, and SOAP to integrate ServiceNow with third-party systems
- Created knowledge articles to document steps in creating and using catalog items
- Handled data migration to import data into ServiceNow tables from other applications and external databases
- Deployed and maintained ServiceNow Discovery MID Servers on-premises and on cloud with the ServiceNow platform

## **HBM Engineering**

**Chicago, IL**

### **ServiceNow Administrator**

**January 2021 – November 2021**

- Designed custom ServiceNow applications, including a Telehealth Incident Management application to automate complex healthcare processes and tasks using Business Rules, Script Includes, Client Scripts, and the Service Catalog
- Designed and built service catalog items, workflows, and order guides, ensuring a user-friendly service catalog experience for end-users using variables, variable sets, catalog client scripts, and catalog client scripts
- Performed data migration to import data from other applications and external databases
- Customized the UI/UX of ServiceNow forms, lists, and portals, implementing and configuring widgets and UI components
- Developed ServiceNow applications, modules, and workflows using JavaScript and Glide scripting
- Designed and configured UI Policies, UI Actions, Business Rules, and ACLs
- Configured email notifications and alerts to notify users of updates to Incident and Problem Requests
- Assisted in configuring Service Level Agreements to define the expected level of service for external and internal clients
- Created users, roles, and groups, and loaded data into ServiceNow using import sets on a daily, weekly, monthly, and on-request basis
- Resolved tickets and major incidents on technical issues related to the ServiceNow platform within the defined SLAs

## **School of Art & Design, University of Illinois**

**Champaign, IL**

### **Service Desk Technician**

**February 2017 – May 2019**

- Collaborated with other technicians to provide Level 2 support to end-users including answering calls and emails to ensure seamless problem resolution and maintain a high level of satisfaction among the students
- Logged and categorized incidents and service requests using the ServiceNow ticketing system for incident management, prioritizing them based on their impact and urgency
- Provided basic technical support for hardware and software issues, including password resets and software installation
- Tracked and managed the scheduling of over **200** assets including laptops, desktops, cameras, and film equipment
- Assisted end-users in using various hardware and software applications, offering training for their project completion
- Explained technical information in clear terms to non-technical individuals to promote better understanding
- Resolved on average **8** to **12** student issues per day providing same-day resolution while adhering to SLAs
- Assisted with hardware related issues, such as connection issues, malfunctions, and hardware replacements

## **TECHNICAL SKILLS**

- **Programming:** JavaScript, Python, PowerShell, Java, Angular JS
- **Web Dev:** HTML, CSS, SCSS, AJAX, jQuery, JSON, XML
- **Operating Systems:** Linux, Windows
- **RDS:** MySQL, Oracle, MSSQL



- **SDLC Methodologies:** Agile, Scrum, Waterfall
- **ITSM:** Incident Management, Problem Management, Change Management, Service Catalog, CMDB
- **ITBM:** Project Portfolio Management, Agile Development and Performance Analytics
- **ITOM:** MID Server, Discovery, Service Mapping, Cloud Provisioning and Governance

## PERSONAL PROJECTS HIGHLIGHT

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- **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

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