



# TOMI AKINROTIMI

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

## SUMMARY

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- Certified ServiceNow Developer with 4 years of experience implementing ITSM, ITOM, HRSD, and HAM modules on the ServiceNow platform, following ITIL best practices. Proven leader with expertise in mentoring junior developers, managing cross-functional teams, and delivering scalable ServiceNow solutions for enterprise environments. Skilled in API integrations, CMDB enhancements, and automation, driving operational efficiency and cost reductions. Eager to expand into advanced ITBM modules, including Strategic Portfolio Management (SPM), to align IT workflows with business objectives.

## CERTIFICATIONS

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- ServiceNow Certified System Administrator – License 24559130
- ServiceNow Certified Application Developer – License 24709285
- ServiceNow Certified Implementation Specialist – ITSM (Target Completion: **Feb 2025**)
- ServiceNow Certified Implementation Specialist – Discovery - License 24980258
- ServiceNow Certified Implementation Specialist – HAM – License 26349219
- ServiceNow Certified Implementation Specialist – HRSD – License 26507090
- ITIL v4 Foundation – License GR671594884OA
- AWS Certified Solutions Architect – Associate – License TDCZERPM1EQQSGD

## PROFESSIONAL EXPERIENCE

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### Morningstar Inc.

Chicago, IL

#### ServiceNow Developer

March 2024 – Present

- Mentored a team of 2 junior developers on ServiceNow best practices, scripting, and platform customization, increasing team efficiency by 25%.
- Configured and assigned the "scrum\_user" role, enabling ITIL and users with the HR Basic role to access the Stories module with read-only privileges, improving team collaboration across the organization
- Enhanced the CMDB by integrating AWS data via the AWS/Service Graph Connector POC, improving visibility for 10,000+ configuration items by 25%.
- Streamlined incident analysis by configuring ACLs for ITIL role users, reducing incident response times by 15%.
- Finalized the integration of ServiceNow with Harness, ensuring accurate triggering of the Harness PROD pipeline for New Public Cloud Account catalog items.
- Automated knowledge article expiry notifications, increasing compliance with knowledge management policies by 25%.
- Designed and implemented a Password Reset Verification flow for new hires, automating incident creation for onboarding issues and reducing resolution times by 50%.

### Wooden Edge Studios

Oak Park, IL

#### Founder

March 2023 – Present

- Led a cross-functional team of developers and testers to build the [woodenedgestudios.com](https://woodenedgestudios.com) website using Agile methodologies, meeting project deadlines and client expectations.
- Customized ServiceNow core applications, including Incident Management, Change Management, and Problem Management, to resolve customer inquiries effectively.
- Designed and implemented a custom ServiceNow inventory management system using Business Rules, Script Includes, and Service Catalogs to track and manage workshop tools and machinery.
- Configured SSO and LDAP authentication for secure login processes, enhancing user access security.
- Conducted external integrations using MID Servers, SOAP, and REST APIs to improve platform functionality.



**J.P. Morgan Chase & Co.**  
**Associate Software Engineer**

**Chicago, IL**  
**February 2022 – March 2023**

- Automated CI/CD pipelines using Jenkins and Bitbucket, reducing deployment times by 30% and ensuring consistency across environments.
- Led sprint planning sessions and retrospectives, fostering team alignment and achieving project milestones.
- Implemented the Certificate Key Management System (CKMS) API using Infrastructure as Code (IaC) techniques, improving deployment accuracy.
- Developed Python scripts to convert JSON network policies, reducing manual processing time from 48 hours to seconds.

**HBM Engineering**  
**ServiceNow Admin**

**Chicago, IL**  
**January 2021 – November 2021**

- Customized HR dashboards to provide a rolling 12-month view for external stakeholders, improving insights into HR case trends.
- Integrated Glide APIs (GlideRecord, GlideAjax, GlideSystem, and GlideForm) to streamline data retrieval and custom form functionality, enhancing user experience.
- Created user roles, groups, and daily data imports using Import Sets and Transform Maps.

**TECHNICAL SKILLS**

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- **Programming:** JavaScript, Angular JS
- **Web Dev:** HTML, CSS, AJAX, jQuery, JSON, XML
- **Operating Systems:** Linux, Windows
- **RDS:** MySQL, Oracle, MSSQL
- **CI/CD:** Jenkins, Git, Bitbucket
- **ServiceNow Modules:** ITSM, ITOM, HRSD, HAM, Service Catalog, CMDB
- **ITBM:** Agile Development, Project Portfolio Management, Performance Analytics

**PERSONAL PROJECTS HIGHLIGHT**

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- **MID Servers for AWS-ServiceNow Discovery:** Deployed and configured MID servers on an EC2 Instance to discover AWS resources and populate the ServiceNow CMDB, enabling automated tracking of 10,000+ Configuration Items (CIs).
- **ServiceNow REST API Integration on Portfolio Contact Form:** Developed a REST API integration for a portfolio contact form, automating record creation in a custom ServiceNow table and maintaining data integrity using CRUD operations and UI Policies

**EDUCATION**

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