



# OLUTOMIWA AKINROTIMI

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

## SUMMARY

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- Certified ServiceNow Developer/Administrator with **3 to 5 years** of experience in developing and assisting in the implementation of ITSM, ITOM, HRSD, and HAM 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 Utah, Vancouver, and Washington 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 Micro-Certification – Flow Designer
- ServiceNow Micro-Certification – Integration Hub
- ServiceNow Micro-Certification – Configure the CMDB
- ServiceNow Micro-Certification – Virtual Agent
- ITIL v4 Foundation
- AWS Certified Solutions Architect - Associate

## PROFESSIONAL EXPERIENCE

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### Morningstar Inc.

#### ServiceNow Developer

Chicago, IL

March 2024 – Present

- Design and build catalog items, order guides, and flow designer ensuring a user-friendly employee service center experience using variables, variable sets, catalog UI policies, Script Includes, BRs, and catalog client scripts
- Met with the Cloud Services team on the implementation of Service Graph Connector AWS to ServiceNow and successfully discovered and imported the resources found in AWS Config into ServiceNow CMDB
- Work closely with other developers and stakeholders to understand requirements and deliver effective solutions within the ServiceNow platform
- Worked on a Password Reset Verification process by improving the notification flow and concluded on the Email Verification method for onboarding New Hires using self-service.
- Created a flow to check for New Hires that experience any errors during verification and created an incident for such errors
- Work on catalog items and flows to assign the catalog tasks to the correct assignment group or stakeholders for completion of the tasks
- Worked on the migration of Atlassian Support into ServiceNow as a catalog item for users to seek help with Jira, Confluence, or Asana issues
- Configure email notifications and alerts to notify users of updates to Incident and Problem Requests

### Wooden Edge Studios

#### ServiceNow Developer

Chicago, IL

March 2023 – Present

- Lead a team of developers 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.**

**Chicago, IL**

### **Senior Associate Software Engineer, Core Transactional Services (CTS)**

**February 2022 – March 2023**

- Automated CI/CD pipelines using Jenkins, and Bitbucket, reducing deployment times by 30% and ensuring consistent delivery of software releases across multiple environment
- 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 folder in JSON 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, UAT, or PROD environments
- Adopted the ServiceNow service portal as an end user for ticketing and resolving internal IT issues I faced
- Engaged in code reviews to guarantee code accuracy and provided valuable insights to junior associates

## **HBM Engineering**

**Hillside, IL**

### **ServiceNow Administrator**

**January 2021 – November 2021**

- Designed and built catalog items, record producers, and order guides ensuring a user-friendly employee service center experience using variables, variable sets, catalog UI policies, etc
- Customized HR dashboards and reports view to a rolling 12 month view for external HR stakeholders to visualize the number of HR Cases filed by employees
- Created users, roles, and groups, and loaded data into ServiceNow using import sets on a daily, weekly, monthly, and on-request basis

## **TECHNICAL SKILLS**

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- **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
- **CI/CD:** Jenkins, Git, Bitbucket
- **ITSM:** Incident Management, Problem Management, Change Management, Service Catalog, CMDB
- **ITBM:** Project Portfolio Management, Agile Development and Performance Analytics
- **ITOM:** MID Server, Discovery, Service Graph Connectors, 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** **August 2019 – July 2020**  
*Master of Science in Engineering*
- **University of Illinois, Urbana-Champaign** **August 2015 – May 2019**  
*Bachelor of Science in Structural Engineering*