**TOMIWA AKINROTIMI**

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

**Porfolio**: [https://tomiwa.github.io/](https://tomiwa135.github.io/Personal-Portfolio-Website/)

**SUMMARY**

* Certified ServiceNow Developer with 4 to 5 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 Strategic Portfolio Management (SPM) module, to align IT workflows with business objectives.

**CERTIFICATIONS**

* ServiceNow Certified System Administrator
* ServiceNow Certified Application Developer
* ServiceNow Certified Implementation Specialist – ITSM
* ServiceNow Certified Implementation Specialist – Discovery
* ServiceNow Certified Implementation Specialist – HAM
* ServiceNow Certified Implementation Specialist – HRSD
* ITIL v4 Foundation

**PROFESSIONAL EXPERIENCE**

**Morningstar Inc.**  **Chicago, IL**

**ServiceNow Developer**   **March 2024 – Present**

* Enhance CMDB visibility by integrating AWS data via Service Graph Connector, improving discovery for 1,000+ cloud resources.
* Automate onboarding support through a Password Reset Verification flow, reducing manual effort and ticket volume.
* Design and manage a scalable knowledge article expiry notification system using events, Script Includes, and scheduled jobs to ensure timely content reviews.
* Prevent duplicate notifications by implementing custom business rules and event logic to intelligently filter @mentions on RITM and incident records.
* Improve notification design for RITM comments and @mentions, displaying recent comments and aligning with company branding.
* Develop and maintain catalog items for Finance, HR, IT, Payroll, and Facilities to support business process automation.
* Restructure the service catalog to dynamically populate taxonomy nodes using GlideAjax based on CMDB group selection, enhancing form usability and data integrity.

**J.P. Morgan Chase & Co.**  **Chicago, IL**

**Associate Software Engineer**  **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**  **Hillside, IL**

**ServiceNow Administrator** **January 2021 – November 2021**

* Configure roles and ACLs to improve collaboration and streamline incident response across departments.
* 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, GlideForm, etc) 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**

* **Programming:** JavaScript, C++
* **Web Dev:** HTML, CSS, AJAX, jQuery, JSON, XML, Angular JS
* **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**

* **MID Servers for AWS-ServiceNow Discovery**: I configured MID servers on an EC2 Instance to discover AWS resources and populate the ServiceNow CMDB, enabling automated tracking of 100+ Configuration Items (CIs) in my personal instance.
* **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**

* **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*