Ammar Waheed

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PROFESSIONAL SUMMARY

Senior ServiceNow Developer with 2+ years of experience in ServiceNow development, including comprehensive user administration, such as managing user accounts, groups, and roles. Expertise in developing Business Rules, Client Scripts, Script Includes, UI Actions, and inbound actions. Proven track record in designing and implementing across various modules including ITSM, ITOM, CMDB, HRSD, Service Portal, Performance Analytics, SPM solutions, automating workflows, and enhancing system functionality. Has a history of successful project execution and collaboration with cross-functional teams to improve operational efficiency.

TECHNICAL SKILLS

Programming Languages: JAVA, JSON, AJAX, NODEJS, REST, PL/SQL, JAVASCRIPT, ANGULAR JS, CSS/HTML5, and GIT
ServiceNow Modules and Applications: ITSM, ITOM, HRSD, SPM, CMDB, Performance Analytics, Service Catalog, App Engine Studio, Integration Hub, Workflow Designer, Flow Designer.
Soft Skills: Agile/Scrum, Weekly sprints, Daily Standups, Requirement Gathering, Collaboration, Conflict Handling, and Client Communication.

EXPERIENCE

Rizviz International Impex   Feb 2025 – Present
ServiceNow Developer   *Jubilee Town, Lahore, Pakistan*
- Implemented SPM, HRSD, CMDB, GRC, CAD modules in ServiceNow
- Customized and modified the workflows of Demand and Enhancement to suite the requirements provided by the stakeholder clients.
- worked on the Strategic Planning Workspace, and presented prototype demos in design reviews.
- Implemented a replacement for the EHR by creating a front-door page on the service portal, incorporating SPM which enhanced the business stakeholder's efficiency by the ease of EHR related actions all together in one place.

Wordsense   July 2024 – Feb. 2025
ServiceNow Developer   *Bahria Town, Lahore, Pakistan*
- Implemented ITSM, ITOM, CSA, CAD modules in ServiceNow
- Created a custom Employee Service Center (ESC) Portal from scratch for SmileBrands a dental US company, which was made and designed using custom widgets.
- Implemented Discovery (Horizontal Mapping) of the Configuration Items in the CMDB, on the AWS cloud.
- Handled unique scenarios such as Custom PDF generation on certain conditions in Flow Logic.
- Majority of work involved the development side, albeit configuration and creation of Client Scripts, Script Includes, UI policies, GlideAjax, Business Rules, ACLs, Catalog Items, Order Guides, Workflows, and Flows

NETSOL Technologies   June 2024 – July 2024
Summer Internship   *NETSOL Avenue, Lahore, Pakistan*
- Was assigned to the professional services department, where experience was gained by working on technologies like ReactJs and Java, and Postgresql for the backend, albeit this department also had other technologies available for learning purposes.
- Followed a roadmap for the front-end which entailed learning and working on HTML, CSS, JavaScript, SASS, Bootstrap, TailwindCSS, Ant Design, Formik, Yup, Git, Redux, Redux Toolkit, Axios
- Followed a roadmap for the back-end which entailed learning and working on Java Springboot and making APIs for CRUD in it.

Al Mujaddid Ltd   Sep. 2023 – June 2024
ServiceNow Developer   *Bahria Town, Lahore, Pakistan*
- Oversaw data migration activities, utilizing Data Sources and Transform Maps to import data from Excel and external systems into ServiceNow tables with proper mapping and transformation.
- Developed and customized Service Catalog components including Parent Categories, Categories, Subcategories, Catalog Items, Variables, and Variable Sets to enable self-service capabilities.
- Designed and implemented automation and customization using Business Rules, UI Policies, Access Control Rules, and other scripting tools to enforce business logic and security controls.
- Played a key role in Flow Designer automation and Configuration, improving user experience and operational efficiency.

The Superior University

Bachelor of Science in Information Technology