

CONTACT

MD FARHAN ALAM

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OBJECTIVE

Skilled ServiceNow Developer with 1.6years of experience in designing, developing, and implementing robust solutions on the ServiceNow platform. Committed to driving efficiency, improving processes, and delivering exceptional results. Seeking a challenging role as a ServiceNow Developer to contribute my expertise in creating innovative ServiceNow solutions for organizational growth.

EXPERIENCE

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- **ServiceNow developer**

Infosys

- Developed and customized ServiceNow applications, modules, and workflows to meet business requirements, ensuring adherence to best practices and coding standards.
- Implemented Incident Management, Change Management, and Problem Management processes, streamlining service delivery and improving response times.
- Designed and enhanced the Service Catalog, creating user-friendly request forms and automating approval workflows.
- Implemented Knowledge Management solutions, including creating knowledge articles, organizing content, and enhancing search capabilities.
- Created different kind of UI policy and its actions for various kinds of forms.
- Implement business rules for different kind of management.
- Developed different kinds of clients script and server script for different types of implementation and actions..
- Provided technical guidance and support to end-users, addressing their queries and troubleshooting issues.

WORK EXPERIENCE

- **Infosys**

Working for around 2 years

PROJECTS

- **1.CAPSTONE project**

- In this project we worked on creating form for incident submission.
- And Giving different kinds of functionalities in the form like alert, email validation, on submit etc.
- Created different UI policy and its action.
- Created business rules for different state.

Tools that we use:-

- ServiceNow
- Client script

- **2.PMO project**

- In this we have created an application using servicenow studio.
- Where client can filter there employees according to skills.
- Also created form for client interface so, client can filter his employees.
- Added several functionality like alert, skill selection and email validation.

Tools that we use:-

- Servicenow studio
- Client script and glide API

- **3.Incident Management System**

- Develop an efficient incident management system that allows users to report and track incidents.
- Utilize ServiceNow's Incident Management module, workflows, and integrations with email and notification tools.

Tools that we use:-

- Servicenow

SKILLS

- ServiceNow Development
- ServiceNow Modules: Incident Management, Change Management, Problem Management, Service Catalog, Knowledge Management, etc.
- Servicenow HRSD
- Servicenow ITSM
- JavaScript
- JAVA
- SQL
- HTML
- CSS
- React

LANGUAGES

- English (Read/Write/Speak)
- Hindi (Read/Write/Speak)

EDUCATION

- | | |
|------|---|
| 2021 | <ul style="list-style-type: none">• IGNOU
Post Graduate Diploma in Computer Application
68 percent |
| 2019 | <ul style="list-style-type: none">• Magadh University
B.Sc. Honours
62.62percent |
| 2015 | <ul style="list-style-type: none">• D.A.V public school
Intermediate (I.Sc)
72.6 percent |
| 2013 | <ul style="list-style-type: none">• Mother's International Academy
Matriculation
81.7 percent |

EXTRA-CURRICULAR ACTIVITIES

- Played basketball from my senior secondary School, and represented my school in different tournaments.
- Love to do social work, and I have been taking active participation in blood donation camp since my college life.