Marium Sani
SERVICENOW DEVELOPER
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PROFESSIONAL SUMMARY

An Information Technology Professional with over 3 years of experience specializing as a ServiceNow Developer and Administrator. A strong team player with the ability to work independently and in a team as well, I can adapt to a rapidly changing environment, with a commitment towards learning. I possess excellent communication, project management, documentation, & interpersonal skills.

- Created custom scoped application from scratch.
- Conducting workshop, requirement gathering and story writing session with clients and stakeholders
- ServiceNow Administration and Production support including maintenance of lower life cycle instances.
- Familiar with all latest versions, Utah, Tokyo, San Deigo, Rome, Quebec, Orlando, Paris, New York, London, Kingston, Jakarta.
- Functional knowledge and implementation experience of ITSM frameworks and ITSM/ITIL principles.
- Understanding of IT service management (ITSM) and the ITIL business process.
- Automating custom process and flows in ServiceNow platform.
- Working experience of various phases of SDLC such as Planning, Requirement Analysis, Design, Development, Testing, Implementation, and Maintenance.
- Hands on experience on various IT Services of ServiceNow tool like Service Catalog Requests, Asset Management, Configuration Management, ServiceNow Administration, Incident and Problem Management, Change Management, Knowledge Management, Reporting, Integration with Inbound / Outbound Web Services, Scheduled Jobs.
- Expertise on creation of Workflows for Service Catalog items in ServiceNow.
- Strong skill set in the ServiceNow suite development including SOAP/REST integration, Web services, Workflow, and CMDB.
- Importing / Loading, manipulating, and maintaining data between ServiceNow and other systems.
- Strong skills in migration of selected modules and instance.
- Experience in Application Architecture, Analysis, Technical Design, Development, Implementation, Performance Tuning, Testing, Configuration Management.
- Configure ServiceNow tool for the defined processes. Design and develop scripts for any customization required. Supporting Power shell scripting in workflows.
- Hands-on design and development of ServiceNow Service Portal.
- Customizing widgets in Service Portal.
- Maintain service level agreement (SLA) and monitor an SLA workflow.
- Create, monitor, modify, and publish service catalog workflows with approvals.
- Maintain Single Sign-On integration

- Create and Manage Access Control Lists (ACL).
- Use of scripting tools and ServiceNow functionality to create script using Glide/Jelly/JavaScript to automate routine tasks being done in ServiceNow.
- Involved in database designing by creating database objects such as Tables, Views, and Indexes and developed code in the mid-tier server integrating ServiceNow with other IT systems.
- An understanding of IT Asset & Configuration Management Methodology.

EDUCATION

Bachelor of Technology, Maharana Pratap College of Engineering , Kanpur

Company: Hadiya Technologies   **July 2020 to Present**
Role: ServiceNow Developer

Project Description: Working on domain separated instance for client where implementations covering the whole Custom Applications and development and tools and providing support for the ServiceNow Applications including resolving Incident and Problem tickets and fulfilling Service Catalog requests.

Responsibilities:
- Implementation, Customization and Maintenance of core modules such as Incident, Problem, Change, Knowledge, Service Catalog, CMDB in ServiceNow.
- Development of Service catalog which includes creating new catalog items, designing workflows and execution plans.
- Created functional and technical specifications documents for various ServiceNow modules.
- Developed enhancements to the Incident Management module to track Incident Tasks for third parties and associated Service Level Agreements (SLA).
- Solution the process as per ServiceNow best practices and recommended guidelines.
- Worked with analyst to analyze functional requirements within ServiceNow for Customer Service Management, Request Management, Incident, Problem, Knowledge, Change, Core Platform, Web services, interfaces etc.
- Conduct demo, workshops, and solution design sessions with the client.
- Managing domain separated environment for clients to provide solution and implementing them according to their requirements.
- Provides information to client about the new features and changes in ServiceNow
- Leading upgrade and cloning activities for ServiceNow instances
- Managing the cloning, upgrading, and patching of ServiceNow for client.
- Managing multiple integrations for the client.
- Resolving typical Users access and roles issues by checking Active Directory, users table and the Access Control List.

- Enhancements to the Change Management module by customizing the Forms and workflows.
- Worked on UI Macros to create Gauges, Pages and Templates.
- Configured multiple Forms for the Asset Management module using CMDB.
- Writing Catalog Client Scripts and UI Policies to make client-side changes using Glide /JavaScript.
- Creating the UI Pages to use them in Catalog Items, Implemented using UI script

ADDITIONAL INFORMATION

Date of Birth	:	June 06, 1990
Gender	:	Female
Nationality	:	Indian
Linguistic Proficiency	:	English, Hindi & Urdu
Permanent Address	:	Plot no.312/22, Barra-6, Kanpur

I, solemnly declare that the details furnished above are fully correct to the best of my belief and knowledge.

(Marium Sani)