MD SIDDIQ AHMED KHAN

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8978648425

Summary

- Holding CSA, CAD and CIS-ITSM certifications.
- Over 4 years of IT experience and 3 years as a ServiceNow developer.
- Worked on ITSM module. Worked with Virtual Agent, UI builder for building workspace.
- Knowledge on Flow Designer areas such as Flows, Sub Flow, Actions.
- Knowledge on Integrations. Good understanding of REST API's.

Experience

Accenture

Infra Transformation Analyst   **JUNE 2023 - PRESENT**

- Working as a ServiceNow developer.
- Worked with Virtual Agent to build a chatbot and integrated with MS Teams.
- Worked with UI Builder and used additional components to build a workspace.
- Involved in building custom application.
- Involved with working in an agile development environment.
- Created new catalog Items and designed workflow from scratch for the catalog items.
- Worked with transform maps and transform scripts.
- Hands-on experience with Glide Forms, Glide Record, Scratchpad, Glide AJAX, and Glide System used in UI Actions, Business Rules,
- Client Scripts, email Script, Script Include and workflow activities.

AMAZON

Quality Specialist   **APRIL 2021 - JUNE 2023**

- Worked as a ServiceNow developer.
- Experience developing custom, complex workflows and applications in ServiceNow.
- Good experience on Email Scripts.
- Knowledge on Flow Designer areas such as Flows, Sub Flow, Actions.
- Hands-on experience with UI Actions/ UI Policy/ Access Control Lists /Email Notifications.
- Created SLAs and participated in running SLAs and responsible for closing successfully in ServiceNow.
- Experience in handling large number of data import and data export in ServiceNow.
- Created Buttons and context menus both on form and lists using UI actions
- Created and modified workflows.
- Created ACLs to restrict table and field level access to authorized users.
- Created new Catalog items, workflows. Modified existing catalog items.
- Created new Table, fields and automated the creation of records in this table via catalog item.
- Involved with working in an agile development environment.

COGNIZANT TECHNOLOGY SOLUTIONS

Process Executive   **AUG 2019 - APRIL 2021**

- Worked as a ServiceNow Admin.
- Configured the Incident, Problem, and Change Management applications supporting ITIL and business processes
- Worked on configuring the Business Rules, Client Scripts, UI Policies, UI Actions, and SLAs in ServiceNow.
- Responsible for closing the open Incidents, Problems, and Enhancement requests and communicating with the customer the status of the request, to ensure a timely customer satisfying result.
- Responsible for adding roles to users and groups.

Certifications

1. CIS - ITSM(Certified Implementation Specialist - ITSM)
2. CAD (Certified Application Developer)
2. CSA (Certified System Administrator)

Skills

ServiceNow   Javascript   HTML/CSS   ServiceNow Integrations

Education

MJCET   2015-2019
Bachelor of Engineering - **81%**

Sri Chaitanya Jr College   2013-2015
Intermediate - **97%**

Nagarjuna High School   2013
SSC - **9.8**

Declaration

I hereby confirm that the above mentioned information is true to the best of my knowledge.

Signature: _Siddiq_

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