**Mohammad Mansoor**

**Cell no: 9000572889**

**mansoor.rasool90@gmail.com**

**PROFESSIONAL SUMMARY:**

* Around 9 **years** of professional experience in IT industry.
* **6 years** of experience in Service Now platform implementation, support, development and administration.
* Direct hands on experience on various IT Services of Service-Now tool like **Service Catalog Requests, Asset Management, Configuration Management, Service-Now Administration, Incident and Problem Management, Knowledge Management, Reporting, Gauges, Integration with Web Services.**
* Experience in implementing **Virtual Agent** & **Chat boat integrated with Microsoft Teams**.
* Experience in configuring and customizing all aspects of Service Now like **UI actions, UI Policy, Business rules, Data policies, Client scripts.**
* Experience in **designing, developing, customizing & administering** ITSM suite of applications.
* Experience in enhancing **Service Now functionality** by customized **JavaScript** code to support business needs.
* Experience in assigning **SLA**’s to the incident management.
* In depth knowledge on technical implementation on various modules of Service-now like **Incident Management, Problem Management, Change Management, Configuration Management.**
* Experience in **Server Script** (Business Rules/Script Includes) and good understanding of Server/Client API.
* Worked on creating users, roles, groups and configured LDAP Server and LDAP Listener for updating the user and group table record.
* Data modelling and creating **ACL** for custom tables. Involved in creating **Custom Application and Modules.**
* Worked with **Import Sets and Transform Maps** in Service Now to load complex data into the custom tables being used as staging environment.
* Expertise in designing **Service Catalog** Items with Complex Multipurpose Workflows.
* Service-Now Administration and **Production support** including maintenance of lower life cycle instances.
* Good understanding of object oriented analysis **design and application development.**
* Functional knowledge and implementation experience of **ITSM frameworks.**
* Worked on Event management and Discovery, as part of minor app separation project.
* Worked on NOW and Agent Mobile Apps.

**EDUCATION:**

* Bachelor of Technology at Nimra Institute of Science & Technology in 2012.

**CERTIFICATIONS:**

1. Application Developer
2. Service Now System Administrator

**PROFESSIONAL EXPERIENCE:**

**Cloud Kinetics Technology Solutions Private Limited**

**July 2020 – Tilldate**

**Service Now Developer**

**Responsibilities:**

* Worked on Building custom widgets as necessary to meet customer needs
* Help refine the Concurrency standard for Service Portal implementations
* Working knowledge of JavaScript, CSS, and HTML
* Worked on Widgets and Page Editors

**Accenture**

**May 2018 – July 2020**

**Service Now Developer/Admin**

**Responsibilities:**

* Each Quarter we did the major upgrade and followed by some Patch upgrades as a mandatory release.
* Following the Agile methodology to perform the development activities and make them release as per the schedules.
* Perform day to day administration of Service-Now in Development, Test and Production environments to maintain business services and configuration item relationships in Service-Now.
* Recently did **NEYORK Upgrade** related activities what might be the impact and what will be the good features.
* Supported Service Now integration using SOAP, REST web services, **Import Sets** &**transform maps**, **BR scripts**.
* Worked on Performance Analytics by providing actionable insight on each level and for every role using key indicators, mobile-enabled scorecards, time charts, analytics, drill-downs, and dashboards.
* Worked on improving IT service delivery and demonstrate how IT is performing to support the business using ServiceNow **ITSM**.
* Worked on Procurement Application in creating purchase items and fulfilling the catalog requests.
* Customized the applications using **Business Rules**, **Client Scripts**, **UI Action** and **UI Policies**, **External Data** load using Transform maps, etc., based on the application requirements and rolled out the customizations to upper environments using Update Sets.
* Configured Email notifications and created inbound email actions for various approval and service request tasks.
* Developed Service **Catalog items** based on the project requirement provided by the stakeholders.
* Installed and configured **MID server** to gather data on local network and devices to be available in ServiceNow.
* Manage **ITIL** processes monitoring overall system performance using the System Performance and System Diagnostic dashboards. Integrating ServiceNow with other systems and customization.
* Customizing the workflows for various ServiceNow standard tables while aligning with **ITILV3** best practices.
* Creation of user accounts, groups, roles, creating new and updating existing catalog items. Created, published & retiring knowledge base articles.
* Worked extensively on **LDAP** integrations. Successfully managed and developed large-scale implementations of ServiceNow across multiple processes and applications for clients in multiple verticals.
* Customized and created workflows for change management, Configuration Management, knowledge management and for service catalog items.
* Integrate ServiceNow with Twilio to get a phone call/messages.
* Demand management- prioritization and drive fulfillment.
* Responsible for process governance and oversight of ServiceNow demand management.
* Streamlined ServiceNow demand management process and managed release lifecycle.
* Analyzed user requirements to improve system capabilities, automate process Workflows and address scheduling limitations throughout the development and delivery of the ServiceNow.
* Worked with Service Now Event Management by configuring Event Mapping Rules, Event Transform Rules, Alert Rules, and Incident Templates.
* Investigated performance issues, learn troubleshooting tools, and use system logs to find issues.
* Coordinated installation of ServiceNow upgrades and/or service packs. Developed and managed the preparation of systems, test criteria and control for upgrades, service packs, new functionality, enhancements or error correction.

**ZensarTechnologies**

**Oct 2014 – April 2018**

**Service Now Developer/Admin**

**Roles Responsibilities:** Developed a new Application for **Incident Management**. Worked on SLA’s and workflows for request management and email notifications. Extracted and loaded new information from different sources through import sets. Worked on Case Management for Customer Service Management.

**Responsibilities:**

* Responsible for various **workflows for Incident Management, Change Management, Service Requests** and SLA's.
* Experience on **Service Now Customizations** as per client's requirement.
* Involved in Designing, Development and Implementation of CMS (Content Management System) for customizing portal Pages using **Jelly Script and UI Macros**.
* Good experience in developing workflows and in customizing the applications in ServiceNow using **Java script, Jelly, AJAX, CSS and HTML**.
* Worked on creating **users, roles, groups** and load the data to ServiceNow objects using import sets on daily, weekly, monthly and on request basis while working in ADAM for Authentication.
* Involved in **LDAP integration** with ServiceNow for obtaining users and groups and played a significant role in **Personal Management** Project.
* Experience in complex transform scripts in transforming the data into the **SNOW** database.
* Worked to streamline the process flow for **Upgrades** and implemented the **Project Tasks** setup for all the developers to review Skip Logs and upgrade issues.
* Experience in working with **UI Actions, UI Policies, UI Macros and Data Policies** in ServiceNow.
* Expertise on defining workflows in Service Catalog items, Approvals and Dynamic/ad hoc tasks in ServiceNow. Has been part of end user self-service portal management.
* Experience in working with the workflows using **ServiceNow workflow editor and its core Utilities**.
* Maintained the **integrity** of the ServiceNow tool across **production and non-production environments**. Involved in production support for all the ServiceNow related issues.
* Worked with business analyst to **create and modify Service Catalogs** and Request Workflow Designs. Designed and implemented new functionalities for enhanced features.
* Involved in running the jobs to **push the data** into the application using Import Sets and Transform Maps. Generated weekly reports and metrics for IT management.