

Riyaz Shaik, ServiceNow Developer

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PROFILE

Career Objective:

Committed **ServiceNow Developer** specializing in **IT Service Management (ITSM) Development, Administration & Implementation**, adept at utilizing **JavaScript, client scripting, and server scripting** to optimize **ITSM workflows**. Skilled in configuring and managing **UI Policies, UI Actions**. Pursuing a challenging opportunity to apply **ITSM expertise** and foster innovation within a dynamic organization.

Professional Summary:

- Overall **4.6 Years** of Working Experience. Skilled **ServiceNow Developer** with **4 Years** of expertise in **IT Service Management (ITSM) Development and Administration**.
- Hands-on experience on various IT Services modules of ServiceNow tool like **Service Catalog Requests, Configuration Management, ServiceNow Administration, Incident and Problem Management, Knowledge Management, Project Portfolio Management, Reporting, Gauges, and Integration with Web Services**.
- Built seamless integration of **ServiceNow Discovery** into the **IT Operations Management (ITOM)** module, enabling thorough mapping of complex IT infrastructure landscapes
- Experience in the configuration of **Discovery** probes and sensors, capturing detailed insights into hardware, software, and network components to bolster **Asset Management** practices.
- This initiative significantly optimized **Asset Management** practices, enabled informed decision-making, and fortified the organization's IT ecosystem against potential vulnerabilities.
- Knowledge in building and maintaining robust **Configuration Management Databases (CMDB)** to ensure accurate tracking of assets, dependencies, and configuration items. This facilitates effective change management and incident resolution.
- Design and configuration experience in **ITSM** and customizing applications using **Java script, AJAX, and HTML** in ServiceNow.
- Experience with plugins like **On-Call Scheduling, and Performance Analytics**.
- Good experience in creating **Workflows, Catalog Client scripts, Catalog UI Policies, and Variables and Variable sets**.
- Worked on **ATF (Automated Test Framework)** in ServiceNow and created **ATF for ITSM (Incident, Problem, Change, Service Request)** module and **APM (Application Portfolio Management) workflows**.
- Built custom applications using **App Engine Studio**, incorporating advanced features such as flow automation, data analytics, and integrations within modules and third-party applications.
- Good real time knowledge on implementing **Flow Designer and Integration Hub**
- Working knowledge of ServiceNow's **UI Actions, UI Policies, UI Macros, and Data Policies**
- Attention to detail and complex solving abilities from operational and technical perspective. Good Working Experience with **Email Notifications, Inbound Actions, Reports, Gauges and Home Pages**.
- Hands on experience in **Email Integration, External Web services Integration** like **REST in ServiceNow**.
- Proficiency in leveraging ServiceNow for **Security Operations**, including implementing, and managing the **Security Incident Response** and **Vulnerability Response** modules, aligning IT security with business needs.
- Service automation tasks were carried out using a **Knowledge Base, a Service Catalog, Workflows, SLAs and Reporting**.
- Great development work with **client scripts, business rules, UI Policies, UI Actions, Update Sets, On-call Scheduling, email notifications, email templates, record templates, workflows, Catalog items, ACL& execution plans, timeline pages, and REST API's**.
- **Supporting the iterative configuration of the HRSD application, engage stakeholders to conduct reviews through joint design sessions.**
- **Worked with client stakeholder to documents baseline,,current state HR Services Delivery operations.**
- **Worked with a team of both functional and technical consultants through requirements gathering and sprint design sessions for the servicenow HRSD applications.**
- **Developed and detailed implementation plans for deploying the HR Service Delivery and product including establishing key milestones.**

- Supporting the iterative configuration of the HRSD application, engage stakeholders to conduct reviews through joint design sessions.

EMPLOYMENT HISTORY

Worked as Software Engineer Engineer INTECH SOFTWARE SOLUTIONS PVT.LTD Technologies Chennai Since June 2019 to 2023 June.

Worked as Software Engineer Engineer Data Core Technology Pvt.Ltd Bangalore July 2023 to 2023 Nov

ServiceNow Developer,

Project -1: Lantmannen Unibake

Client :TCS

Team Size : 5

Duration : July 2023 to Nov 2023

Description: The main purpose of this project is to provide **ITSM** processes like **Incident, Problem, Change Management & Service catalogs** to different business units based on their requirements.

Responsibilities:

- Design and development of HRSD solutions within the ServiceNow platform, focusing on improving HR service delivery and employee experience.
- Customizing HRSD applications to support various HR processes, including employee onboarding, offboarding, case management, and HR knowledge management.
- Implementing and managing HR workflows, record producers, and user guides to streamline HR processes and ensure compliance with organizational policies and regulations.
- Collaborating with HR stakeholders to understand their requirements and provide technical expertise to translate them into effective HRSD solutions.
- Configuring and manage HR-related notifications, events, and SLA configurations to ensure timely response and resolution of HR service requests.
- Created manual factors and adding them to group factors and performing Risk assessments for entity and control mapped to that entity and based on the responses calculating over all computed score for risk.
- Created and implemented solutions utilizing all suitable **ServiceNow** products to address the demands of business **workflows, ticketing**, or other **ITSM** requirements.
- Executing day-to-day administration of **ServiceNow** in development, test, and production environment to maintain **business services**.
- Worked on designing, configuring, and customizing new applications and modules of ServiceNow like **Incident Management, Change Management, Problem Management, Service Catalog, User Administration, and Reporting**.
- Orchestrated the implementation of **ServiceNow Discovery** within the **IT Operations Management (ITOM) Module**, facilitating the comprehensive mapping of intricate IT infrastructure landscape.
- Supported **ServiceNow** by troubleshooting, implementing **bug fixes** and performing **root cause analysis**.
- Extensive experience in using **Performance analytics** and **Flow designer** in ServiceNow.
- Created and maintained scripts, UI policies, and client scripts to enhance user experience and streamline processes.
- Integrated best practices in **ITIL** and **Agile methodologies** to ensure roadmaps were both visionary and practical, facilitating smooth implementation and scalable growth.
- Configured and customized ServiceNow modules, workflows, forms, and business rules to support **ITSM** processes and requirements.
- Implementation of Custom Applications, Modules, Tables and Views as per client's requirement.
- Defined the functional needs for our **ITSM** system, ServiceNow, and architected the specific implementation's.
- Configured **SLA** implementation in Incident management and **service catalog** management based on user defined parameters.
- Developing approval **workflows** and **notifications** for business application and business application module field modifications.
- Hands on Experience in writing customized **JavaScript** code to improve **ServiceNow** functionality to meet new business requirements.

- Worked with the **Service portal** and developed custom widgets to meet the requirements of product owners.
- Configured and developed flows using **Flow Designer**.
- Worked on **Email notifications** and Inbound **Email Actions Form customization** and **field customization** based on client requirement for **Service catalog**.

Project-2: Vulnerability Scanner

Client : Network Master

Total Size : 5

Duration : Aug 2019 to June 2023

Description: The main purpose of this project is to provide Support, Develop and Enhancement of different modules in **ServiceNow**like **ITSM**, **Service Catalogs**, and **Service Portal** and integrate **ServiceNow** with other tools.

Responsibilities:

- Collaborated closely with business stakeholders to understand and document complex technical requirements, ensuring alignment with organizational goals.
- Developed and modified **Business rules, UI Actions**.
- Developed / Configured **workflows, forms**, and underlying logic using **SCRUM / Agile methodologies**.
- Imported Data into **ServiceNow** and performed Transformation using maps.
- Worked on loading the data into ServiceNow using import sets.
- Imported **Configuration Items (CI)** from third-party applications using import set tables.
- Involved in migration between various **ServiceNow instances** using **Update Sets**
- Preparing an Implementation Plan for every release in **ServiceNow** and providing a Walkthrough to the entire team to execute the steps.
- Documented the requirements related to **ServiceNow**.
- Involved in giving demos on **ServiceNow** and gathering requirements from **Clients**.
- Captured and moved customizations between systems using **Update Sets**
- Updates & maintains a comprehensive testing protocol for **ServiceNow**-related development and enhancements.
- Optimized and Monitored system performance and provided system statistics and reports to the Business.
- Created complex transform scripts for transforming the data into the **ServiceNow database**.
- Created a generalized framework for repeating problems and incidents.

EDUCATION

Diploma In Civil 2018 SBTET

SKILLS	ServiceNow (ITSM)	Service Portal
	ITOM	Work Flows
	JavaScript	Flow Designers
	Client & Server Scripting	AJAX
	REST API	Email Notifications
	Integrations	Events
	Incident, Change & Problem Management	App Engine Studio
	Business Rules	Service Catalogs
	SLA's & ACL's	ITIL
	UI Actions & Policies	Performance Analytics
	Data Policies	Asset Management
	HTML & CSS	CMDB
LANGUAGES	English ,Hindi ,Telugu	