Abdul Nadeem Khan
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Objective

Seeking for ServiceNow DEV/Consultant\Support\BA Operation role in enterprise application integration environment where technology integrates with business functionalities to enhance business processes wherein, I can utilize my technical expertise along with analytical skills to improve the phases of enterprise development, implementation & maintenance.

CERTIFICATION	Technical Skills
☐ Certified System Administrator\CAD	☐ Service Now
☐ Automated Test Framework	☐ ITIL
☐ Certified ITIL4 Foundation	• JIRA
	• JAVA
	• BA

Worked as ServiceNow Senior Consultant in Virtusa till October 2023.

- 7+ years of IT experience in design, development, implementation & maintenance of ServiceNow-based applications & ITIL processes.
- Served as Dev/Consultant with good knowledge on ServiceNow ITSM, ITOM, CMDB, CSM modules.
- ServiceNow Configuration: Created Applications, Catalogs, Variables, UI Forms, Buttons as per the requirement
- •Understand of IT services management and CMDB ITIL.   client on the work progress. Monitoring CMDB Health Dashboards.
- Worked with Process owners and Business stakeholders to translate business requirements into functional requirements within ServiceNow and proposed design level solutions.
- Provided expertise and oversight for leadership and stakeholders on architecture, design, and implementation of ServiceNow solutions including new applications, modules, integrations etc.
- Collaborated with designers, developers, and testers to turn high level objectives into discrete use-case stories to be built, tested, and deployed as new offerings.
- Served as a Primary contact for working with Vendors and providing direction to the ServiceNow Administrators and Developers.
- Handled Integrations with ServiceNow using LDAP, SSO, Mid server, web-services, Email and other relevant technologies
- Worked in Domain Separated environment with many ADM engagements on an instance.
- Experience in technical implementation of key modules such as Incident Management, Problem Management, Change Management, Service Catalog, Service Portal, CMDB, Integrations, Performance Analytics & Reporting.
- Hands on experience in application migration from one instance to another instance.
- Extensive work experience on client side API like Glide Record, Glide Ajax, Glide Form, Glide User, Glide Dialog Window and server side API like Glide Class, Glide System and its methods.
- Sound understanding of ITIL processes and Configuration/Customization of the ServiceNow system.
- Experience in Post roll out production support and Bug Fixes/Enhancement requests.
- Worked on full cycle of upgrading the instances, Module wise test case preparation, tracing defects and their fixes.
- Extensive experience on creating test cases using Automated Test Framework.
- Responsible for creating homepages including basic reporting, gauge configuration & dashboard presentation. ☐ Provided leadership, mentorship and technical guidance to team members.

Worked as ServiceNow Developer & Analyst in Foray Software Private Limited from March 2022 to September 2022

Responsibilities:

- Designing solutions to enhance IT service requests in Service Request Management module by developing Javascript programs and workflows.
- Lead the design and architecture of ServiceNow solutions, including custom applications and integrations to meet client requirements and industry best practices.
- Collaborated closely with clients and cross-functional teams to gather and understand business requirements and translated them into technical designs.
- Provided technical leadership and mentorship to development teams to ensure the successful execution of ServiceNow projects.
- Focused on ServiceNow platform advancements and emerging trends to drive innovation.
- Performed assessments and evaluations of existing ServiceNow implementations and offered recommendations for improvements.
- Created REST web services, two-way communication facilitating different vendors to populate their list of items.
- Hands on experience in Mobile App Development, Mobile Studio, Now Mobile & Mobile Agent.
- Implemented the Incident, Change, Problem, Knowledge, Asset Management, User Administration, and Configuration along with Reporting module.
- Performed Software configuration/customization including UI customization, workflow administration, data imports, custom scripting, third-party software integrations, homepage customization
- Provided analysis of problems and resolutions or fixes for the production issues related to ServiceNow platform within the SLA.
- Configured flows, sub-flows, actions and testing the flow executions as per business requirement.
- Extensive Experience working in Catalog items, Record producers, SLA's.
- Hands on experience in application migration from one instance to another instance.

Worked as senior ServiceNow Developer in Genpact from August 2019 to March 2022.

Responsibilities:

- Provided general support, administration & maintenance of SNOW platform, including ITSM and other ServiceNow applications
- Designed and implemented new functionalities using business rules, client scripts, UI policies, UI scripts, UI Actions, UI pages, Script includes and Access Control Lists.
- Experience in reporting and processing Bug Fixes requests.
- Created SLAs and participated in running SLAs.
- Worked on UI policies, UI actions, client scripts to make user interface effectively Performing system and application configuration and management.
- Worked with development team to migrate updates into the production environment Developing, testing, deploying and updating workflows and approval flows and rules
- Performed user account administration and governance, including group maintenance, user roles
- Performed manual exports and imports as needed to support integrations
- Performed application development and maintenance, including development of new features and enhancements to existing applications through platform configuration and customization
- Developed new data imports and transforms
- Developed custom reports for end-users that require assistance with report creation
- **Worked as SNOWDEV & Support in Wipro from January 2018 to August 2019.**
- Implemented end-to-end Incident Management, Knowledge Management, Change Management, Problem Management and Service Catalog.

- Experience on working with setup of standard email notifications, event based email notifications and templates.
- Experience in creation of Business Rules for customizing the tool.
- Worked on creation and customization of complex workflows and custom workflow activities. ☐ Created many domains in same instance for ADM engagements like DCL, Dinetime, Timeclocks ☐ Customized Incident, Problem applications using Business rules, Client scripts.
- Created views and modules to meet client requirements
- Worked with development team to migrate updates into the production environment.
- Users, Groups & Roles Administration: Merged the roles into other roles, maintained the instance so that all the applications were available to respective users.
- Used JavaScript to create Business Rules, Client Scripts, UI Policies and UI Actions.
- Performed the Business Analysis for enhancements, including new ServiceNow modules
- Provided backup to other team members, as needed, for activities such as system upgrade and patching, regression testing and releasing of new applications.

Worked as an Associate Customer Support at Tech Mahindra for Mahindra and Mahindra process in November 2015 -January 2017

- Managing client data for individuals located in India.
- Conducting follow-up calls to inquire about vehicle service issues.
- Documenting unresolved problems and effectively communicating them to the relevant department for resolution.

EDUCATION	Year of Passing
B. Tech in Computer science Engineering (BPUT)	2015
Diploma in computer science, Odisha	2009-12
12th Grade, (Intermediate in Arts), Christ College, Cuttack	2007-09
10th Grade, (HSC)Odisha, Cuttack	2007

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