ABDUL NADEEM KHAN

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SUMMARY

Highly experienced ServiceNow Developer expertise in developing and implementing ServiceNow solutions. Proficient in custom application development, workflow automation, and system integration. Adept at collaborating with cross-functional teams to deliver innovative solutions that meet organizational needs. Strong knowledge of ServiceNow modules, including Incident Management, Service Catalog, CMDB, and ITSM. Seeking opportunities to leverage technical proficiency and drive digital transformation for superior service management Solutions.6 Years of overall IT experience and with Analysing, Configuring, Administering, Customization and Deployment of the ServiceNow ITSM , ,CSM ,CMDB,ITOM modules. And ITIL Process….

Software Proficiency

- Tools: ServiceNow, JIRA, Azure, Salesforce

- Incident Management/Problem Management/Stakeholders Management

- Programming Language: JavaScript, angular JavaScript Html, CSS

- Office suite: MS-Office, Google Spread Sheets Certified in ITIL 4 Service Management

CERTIFICATION

Certified System Administrator	ServiceNow
Integration Hub	ServiceNow
Flow Designer	ServiceNow
Automated Test Framework	(ServiceNow) Micro-Certification
Google Cloud	Introduction to Cloud Identity
Certified ITIL4 Foundation	

ServiceNow Exposure

Client-Side	Server-Side	Integrations	Configuration
Client Scripts, UI Policies, UI Policy Actions, UI Actions, UI Messages	Business rules, Script Includes, UI Actions, Event Registry, Script Actions, System properties, Background Scripts, Fix Scripts, Scheduled Jobs	REST, SOAP, Scripted REST API, Table API	ACL, SLA, OAUTH,

Organizational Details

Worked as ServiceNow Senior Consultant in Virtusa Till October 2023.

UI Customization: Skills in customizing the user interface to improve user experience and usability.SS **Workflow Design**: The ability to design and implement complex workflows to automate business processes.

Communication: Good communication skills to collaborate with other IT professionals, end-users, and stakeholders.

Service Management Knowledge: Understanding of IT service management principles and best practices is beneficial

Reporting and Analytics: Proficiency in creating reports, dashboards, and data visualization within ServiceNow. Problem-Solving: ServiceNow Developers need to diagnose and solve issues within the platform effectively.

Security and Compliance: Knowledge of security best practices and compliance standards relevant to the organization. Scripting and Coding: Strong programming skills, particularly in JavaScript, are essential for customizing and extending ServiceNow.

. **Integration**: Proficiency in integrating ServiceNow with other systems using web services, APIs, and middleware

Currently working as IT Service Management Analyst (Reactive Service Manager/Incident Manager) for Microsoft Incident Management process. Handling Major Incident Management, Problem Management, Stakeholders Management. Have shown leadership skills and team handling. Provided coaching and feedback to new Incident Managers.

- Understanding and working on customers' needs as part of providing IT services that meet or exceed those business needs.

- Works directly with IT Management to align ServiceNow with IT organization strategy

- Establish and follow governance to allow for cohesive development from multiple organizations and teams

- Works closely with application administrator to understand impact of wo

Tremendous problem solving and troubleshooting skills, leadership qualities, strong analytical, organizational, multitasking

- Updates sets, Team Dashboards, Update sources.

- Scheduling a Showcase for the work done as per the requirement before production.

- Execution skills and presentation skills with ability to co-ordinate activities and interact with end users in a fast paced team environment and ensure delivery within time frame

- **CMDB**

- integration and support of the Configuration Management process to the other ITIL processes such as Incident, Problem, Change, Release, etc.
Plan, manage and control the Configuration Management Database (CMDB) to ensure the accuracy of configuration data and proper reporting and status accounting
Work with various stakeholders and CI data owners to ensure the quality of the CMDB data is maintained and all Configuration Items are up-to-date
Continuous improvements for the automation and maintenance of non-discoverable data attributes including integration of other asset management systems as required
Conduct data quality analysis, Manage Configuration Item review attestations to ensure accuracy and completeness

- Of undiscoverable configuration items maintained within the CMDB
Participates in the planning, designing and implementing of the Service Model in CMDB to ensure visibility across the infrastructure environment

Manage and define Configuration Management exception criteria, as well as tracking, reporting and workflows
Document business requirements, workflows, use cases, functional requirements, test plans, test cases, and data mappings for new enhancements or modifications to CMDB functionality

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

- Tools Used: ServiceNow, Citrix Director.
- Development of Service catalog - catalog items, designing workflows and execution plans.
- Writing the Catalog client scripts and UI policies to make client-side changes.
- Create Catalogue client Script and UI polices to make client-side change.
- Create the UI pages to use them in catalogue items. Implemented using UI script.
- Creation **of technical, functional specification documents** as per the requirements.
- Creation of **Applications, Catalogs, Variables, UI Forms, Buttons as per the requirement specification in Service Now.**

- Understand of IT services management and CMDB ITIL.
- Streaming record product to reduce drill down & improve visibility for reporting business services issues.
- Analyst on project for development and implementation of process for the software Services now.
- Analyzing CI Classification process.
- Analyzing on identification and reconciliation process.
- Working with end user groups to evaluate and solve technical problems.

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

- **Project Description:** Scratch implementation of all **ITSM & CMDB** modules in ServiceNow
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- Responsibilities:

 Development of Service catalog - catalog items, designing workflows and execution plans.
- Writing the Catalog client scripts and UI policies to make client-side changes.
- Creating Knowledge articles to document the steps in creating the catalog items.
- Involved in Customization and Maintenance of ITIL modules such as Incident, Change, Problem, Knowledge.
- Post rollout production support. Experience of handling Bug Fixes and Enhancement requests.
- Customizing ITSM modules in ServiceNow as per the process requirements.
- Customization of workflows based on user requirement.
- Configuring Users, Groups and Roles. Creating various notifications at different stages.
- Debugging the issues related with the Access control list (ACL).

- Good understanding on Server Script (Business Rules/Inbound email action/UI Actions).
- Implementing UI Policies, UI Actions, Client Scripts Involved in daily, weekly, and monthly meetings with client on the work progress. Monitoring CMDB Health Dashboards.
- Service Portal Maintenance.
- Responsible for creating users and required accounts in ServiceNow.
- Involved in associating users to groups, roles.
- Customizing Forms, lists for different applications based on requirements.
- Configuration of reclassification of CI depending on SNMP OID's.
- Analyzing CI Classification process.
- Analyzing on identification and reconciliation process.
- Daily activities on discovery troubleshooting (Payload analysis, discovery logs).
- Creating custom reports and dashboards as client requirements.

Worked as ServiceNow admin & support in Wipro from January 2018 to August 2019. <u>Project Description:</u> Implementation of CSM modules in ServiceNow.

<u>Responsibilities:</u>

- Gathering the requirements from the Business Team.
- Understanding the Functional Requirement Specification document and interface Document.
- Form designing/design modification/validation of Custom forms & CSM portals.
- Working on E2E development on implementing Case management forms and Portal.
- Creating Accounts/Contacts/Partners/Consumers/Products/Assets/Contracts.
- Building Custom applications along with the custom fields & forms, Notifications, Transform maps, Data sources etc.
- Configures inbound email integration
- Post rollout production support. Experience of handling Bug Fixes and Enhancement requests.
- To Implement Incident, Problem, Knowledge and Service Catalog Module independently. Configurations of SLA's, Maintaining user data, Role and Group creation.

Module: ITOM   :Gathering volumes of CI's, network diagram and domains. Configured IP Subnet ranges.

- MID server Configurations and troubleshooting.
- Configuring discovery schedules with best practice.
- Creating types of credentials for different classes of CI's.
- Analyzing discovery results and attribute information.
- Configuration of reclassification of CI depending on SNMP OID's.
- Analyzing CI Classification process.
- Analyzing on identification and reconciliation process.

ITSM: Implementing UI Policies, UI Actions, Client Scripts, Business Rules Update set migration into product environment, ServiceNow tool..

GOVERNANCE, RISK & COMPLIANCE ANALYST

- Establish and communicate priorities across the enterprise that balance the platforms strategic plan with short term goals and ad hoc needs
- Enhance internal audit functions to further align to company strategy and risk
- Coaches and collaborates with associates who assist with this work, including providing coaching, feedback and guidance on work performance
- Create and manage access recertification's and entitlement reviews for user and privileged access
- Understand corporate strategic plans and fundamental business activities of the NFL and its member Clubs. Maintain current knowledge of applicable cyber threats, regulatory and compliance issues related to information security. Based on this knowledge, develop, maintain

and oversee an enterprise-wide GRC strategy and framework aligned with the NFL's business strategy

- **Worked as an Associate Customer Support at Tech Mahindra for Mahindra and Mahindra process in (November 2015 -January 2017** Our company was providing us data of the clients residing in India. We used to call them to get the updates whether their Vehicle services problems are being solved or not. If not solved, we used to note it down and send the information to the Concerned department to resolve it.

□ ACADEMIC QUALIFICATION

Educational Qualification	Institute / Board / University	Percentage	Year
B. Tech (CSE)	Einstein Academy Of Technology & Management /BPUT	6.71 CGPA	2015
Diploma (CSE)	SVSE&T	82%	
+2 Arts	CHSE, ODISHA	40%	
10th	**BSE : Board of Secondary Education, Odisha**	60%	

PERSONAL PROFILE

Date of Birth: 04.05.1991
Father Name: Late-Abdul Naim Khan
Mother Name: Jaweeda Noor
Marital status: Single
Languages Known: English, Hindi, Oriya
Hobbies: Watching Movies, listening to music, Playing Cricket.
Permanent   Deewan Bazar, Near anjuman madrasa (Dr.motigali), P.0: Buxi Bazar, Dist: **Address:** Cuttack - 753001.