

CURRICULUM VITAE

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Assignments in Service Management with a growth-oriented organization.

AN OVERVIEW

- A ServiceNow Certified Administrator with 1year of experience on ServiceNow Platform.
- Custom Applications- Do you have any business process; I have a solution across the devices.
- Trained on ServiceNow system administration & Development.
- Ability to configure and customize, various ServiceNow application.

Education & Technical Trainings

- Bachelor of Engineering – Computer science – 2019 Biju Patnaik university, Bhubaneswar
- Intermediate – science -2015 Kalinga Bharati Residential College
- ServiceNow Certified System Administration
- Training on ServiceNow System administration and Developer

Projects

Excelr Learning Services, Hyderabad ServiceNow Administration & Development

Project Description: System Administration-manage list & forms, UI policies ,Data policies UI Action ,Business Rules, Client Scripts ,User administration ,Tables and CMDB ,import Sets and Update sets ,Knowledge base and Service Catalog ,workflow , Events and Notifications ,Upgrades Application Security, performance Baselines ,Reports, SLA, Customizing ACLs and Branding.

Synopsis: ServiceNow is built to be a productivity tool for all types of business user including the CIO, service desk staff, application developers, IT finance, IT operations and businesspeople. ServiceNow application are built on a single platform as a service. The platform offers a consistent and intuitive user experience through the entire IT Infrastructure Library (ITIL) service lifecycle.

- Involved in the implementation of core setup (knowledge, Business Services, Self Service, User Data)

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- Involved in implementing end-to end Service Catalog, creation of new record producers, designed new pages.
- Designed various Workflows for Service Catalog.
- Full customization of Reports, Email Notification and Inbound Email Notification.
- Implementing system security by using ACLs and Roles.
- Managing ServiceNow data using Scheduled imports and exports and transform maps
- Customization of table forms using UI policies, Client Scripts and UI actions.

Skills

- ServiceNow Administrator & Developer.
- Digital marketing (Social marketing, Email marketing, SEO)
- HTML, CSS, JavaScript, C, Core java.

Experience:

- *Fresher*

Academic Projects:

- **Final year project-** (Crime Records Maintenance System)
- ECOPS is an online reporting service to which the internet user can report crimes committed on or through the Internet.

Personal Details:

Father's name : SK Isteyaquddin
Date of Birth : 20th July, 1998
Gender : Male
Marital Status : Unmarried
Languages known : English, Hindi, Oriya, Urdu and Arabi
Nationality : Indian

Declaration

I hereby declare that the information furnished above is true to the best of my knowledge

Date :

Place :

(SK SAIFUDDIN)