MD ZAYEEM BASHA

SERVICENOW DEVELOPER

My Contact

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Certifications

- ServiceNow Certified Implementation Specialist - IT Service management
- ServiceNow Certified System Administrator

Technical Skills

- ServiceNow
- JIRA , BMC Remedy
- Microsoft Power BI
- Microsoft SQL Server
- Agile

About Me

7+ years of overall experience in IT Industry. Dedicated and results-driven ServiceNow Developer with a proven track record of designing, developing, and implementing robust solutions to streamline business processes. I bring expertise in application development, administration, Optimization, and workflow automation. Committed to staying current with emerging trends and technologies, I am poised to contribute my skills and experience to drive innovation and efficiency in your organization.

Professional Experience

HCL TECHNOLOGIES - TECHNICAL SPECIALIST

NOV 2021 - PRESENT

- Designing and developing custom applications within the ServiceNow platform to meet specific business requirements.
- Configuring and customizing out-of-the-box ServiceNow modules to align with organizational needs.
- Designing and implementing workflows to automate and streamline business processes.
- Developing and maintaining server-side & client-side script such as Business Rules, Script Includes, Glide Ajax, UI Action, Data Policy, Client script, UI Policies to fulfilled solution.
- Integrating ServiceNow with other systems and applications using APIs (REST, SOAP) (JSON/XML) to ensure seamless data flow.
- Configuring and managing flow control, approvals, and notifications within workflows.
- Offering support and assistance to users, resolving issues, and addressing inquiries.
- Managing and planning upgrades for the ServiceNow platform.
- Testing and validating customizations and configurations after platform upgrades.
- Configuring and maintaining the CMDB to accurately represent the relationships between configuration items.
- Identifying and implementing optimizations to improve the performance of ServiceNow applications.

Education Background

- ANNA UNIVERSITY
  BACHELOR OF ENGINEERING - ECE
  Completed in 2016

Hard Skill

- Service Catalogs
- Client Scripts, Business rules
- CMDB data, CSDM Model
- ITSM

Soft Skill

- Observation
- Decision making
- Communication
- Multi-tasking

DELL TECHNOLOGIES - SOFTWARE ENGINEER

Jan 2020 - Nov 2021

- Implementation/Modification/Restriction done through UI Policies, Business Rules, Client Scripts, UI Actions, Graphical Workflow Editor.
- Designing end-to-end workflows using ServiceNow Flow Designer to automate business processes.
- Created Automated Test Cases for testing the lifecycle of Incident Management & Problem Management
- Develops and improves user systems procedures, and prepares systems documentation
- Extensively worked and developed customizations on Incident, Change, Problem, and knowledge.
- Building Service Catalogs and workflow to fulfill the client requirements.

COGNIZANT TECHNOLOGIES SOLUTIONS - INFRA DEVELOPER

March 2017 - Dec 2019

- Creating custom Tables, Fields and configuring Access Controls over them.
- Development and overall knowledge of the technical implementation and support in ITSM tool for the following-
- UI actions, UI policies, ACL's, Notifications, Homepage and Reporting.
- Users, Group and Roles Management.
- Interaction with functional/process owners to understand the business processes and new requirements.
- Deployment checklist and test case document preparation.
- Generating and Scheduling Reports in Service Now.
- Personalizing Forms, List and fields.
- Import data through Transform maps from external data.
- Deploying the developed code to Stage/QA/Production instances using Update Sets.
- Providing support during the UAT process and postproduction deployment.
- Root Cause Analysis for the incidents and interruptions in process flow and applying fix for the same within the SLA duration.
- Working on live production on daily basis.
- Configuring Form Design, Form Layout, Related list, UI Policies, Tables.
- Creating Groups and added Users as per requirement.