**Sr. Service Now Developer**

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**SUMMARY:**

Overall, **9+** Years of experience into in Service Now platform Implementation, Support, Development Administration, ITSM Development, ITSM Project Delivery, GRC and ITSM consultation, HR Service Delivery, CSM Implementation, Software and Hardware Asset Management, CMDB Administration, Software Reclamations, Workflows and Integrations using Flow Designer, Out Of The Box Implementations, Integrations using connectors and Integration Hub.

* Hands on experience on various ServiceNow Modules like Service Catalog, Incident, Problem, Change Management, SCRUM, Configuration Management Database, Asset, Knowledge, Release, Content Management, SLA, ACL's, Reporting and Integration with Web Services.
* Hands on experience on various IT Services of Service-Now like Configuration Management Database, Asset Management, Discovery, Service Mapping, Incident and Problem Management, Knowledge Management, Service-Now Administration and Reporting.
* Working experience of various phases of SDLC such as Planning, Requirement Analysis, Design, Development, Testing Go-live and Support.
* Worked in Traditional life cycles as well as in Agile methodologies.
* Understanding of IT Service Management (ITSM) and the ITIL business process.
* Maintain service level agreement (SLA) and monitor an SLA workflow.
* Accumulated requirements from stakeholders at different stages to influence ServiceNow within organization on end client self-enablement portal using Content Management System (CMS).
* Knowledge in Design and development of CMDB (Configuration Management) in ServiceNow.
* Extensively worked on Configuration and maintenance of UI Policies, Client Scripts, Business Rule,
* UI Action and Script Includes by using Glide Form, Glide System and Glide Record objects used by several other important objects.
* Facilitating rollout of new applications and modules.
* Experience on Customer Service Management (CSM) & Service Portal.
* Implementation experience and functional knowledge of ITSM and ITIL frameworks.
* Experience with rational databases such as MS SQL, Oracle.
* Extensive knowledge of Front-End Technologies: HTML, CSS, JavaScript, jQuery, AngularJS, XML, XSL, and XSLT.
* Created UI pages to use them in Service Catalog, designed buttons & context menus both in form and lists using UI actions.
* Experience integrating ServiceNow CSM with other AppExchange Applications, Enterprise Service Bus and integration platforms.
* Participate in the filing and creation of the GRC goals.
* Develop the strategic plan and roadmap to mature the initial implementation of our GRC application
* Experience in business risks in real time with Governance, Risk, and Compliance (GRC)
* Designed and developed Workflows for Service Requests, Incident, Problem and Change Management.
* Imported data from various Data Sources using Import Sets and Transform Maps.
* Implementation of Service Onboarding through Service Catalog.
* Experience in handling large number of data import and data export in ServiceNow.

**PROFESSIONAL EXPERIENCE**

**Client: AT&T, Dallas, TX Oct 2022 – Till date**

**Role: Sr. ServiceNow Developer**

**Project Description:** AT&T has developed a new system to provide infrastructure and support to deliver fiber broadband services all over USA. As part of this initiative any Service Provider can utilize AT&T infrastructure to deliver their fiber broadband services. Service Assurance is the primary product of AT&T as other customers uses AT&T network to sell their products. This service assurance is achieved using ServiceNow infrastructure.

**Responsibilities:**

* Built and maintain enhancements for **TSM** process to delivery business solutions.
* Developed automated script to clean-up data related to **Customer addresses, Network assignment, Port assignment, telecom account assignment, billing account assignment, switch assignments via API’s**.
* Worked with 3rd party implementation/development teams (Prodapt, Kendryl, Tech-Mahindra) to ensure enhancements are developed, tested, documented and trained/business tested before deploying to production.
* Worked with business stake holders to deliver solutions during the **approved changed window** of Monday 10 PM to Tuesday 1 AM for non-prod deployments, Wednesday 10 PM to Thursday 1 AM for prod deployments.
* Obtain **go/no-go** approval from business stake holders prior to production deployment based on non-prod enhancement delivery.
* Validated the data mappings and tested different classes data synced into the CMDB through Discovery tools (ADDM,SCCM,
* Engage dev-ops team to do prod and non-prod deployment and verifying deployment works as expected.
* Developed enhancements for CSM module of ServiceNow to engage, accommodate and on-board new/local service providers like (Wow, Verizon, EarthLink) etc.
* **Built external exposed API’s** for local service providers to make **CSM calls to engage and collaborate with AT&T ServiceNow**.
* Built API’s to make service calls between **multiple instances of AT&T ServiceNow**.
* Establish technical bridge between **Telecom and Internet** **domain** **teams** to go-over technical challenges and deliver **MAX internet speeds for Fiber and Internet Customers**.
* Developed workflows utilizing Flow Designer to deliver flows related to order process flow, order execution, billing account assignment (based on API call to the billing system).
* Developed **flow designer flows** to create fallouts and **re-try** mechanism for failed API calls.
* Developed a standard log pattern to identify alerts, info’s, warnings, and error codes to troubleshoot API calls.
* Built Alerts and notifications to **identify critical log messages related to API failures and memory** overload conditions.
* Built cloud integrations with ServiceNow with AWS services to maintain and track pipelines related to Server Changes, also managed and tracked Cloud resources and cloud catalogs.
* Integrated Cloud amin tools with ServiceNow to allocate private cloud vs public cloud, VM Allocations, API Services and Kafka Topic subscribers.
* Built integration between Azure portal and ServiceNow instance to Create Azure AD Profiles, using Integration Hub – utilizing OAUTH.
* Bulk loaded undiscoverable applications in CMDB and also involved in providing solutions to accommodate theseInformatica Resumes
* applications to existing integration.
* Performed the task of using Discovery to load configuration information to CMDB.
* Configured Event Management (ITOM) by configuring Connector Instances and Connector Definitions.
* Configured ServiceNow discovery and orchestration
* Performed integrations and process automation using ServiceNow Orchestration.
* Responsible for the implementation of Service Now ITS suite, Discovery, CMDB, Event Management, Service Watch/Service Mapping.
* Evaluating different integration which are mapped to CMDB (Carta, Seamless, ADDM integration)
* Worked on Orchestration to automate the top and frequently used service requests.
* Integrated service watch with monitoring solutions.
* Worked on Service Mapping to define business services, troubleshoot the discovery and mapping process as well as create new discovery patterns.
* Experienced in ServiceNow Event Management by configuring Event Mapping Rules, Event Transform Rules, Alert Rules, Incident Templates.
* Worked on Discovery and set up mid servers and check for the connectivity, Became an expert in troubleshooting Discovery tool.
* Installed and configured collectors, configured credentials and built service watch dashboards in Service watch.
* Worked on Business Service mapping and wrote scripts in the sensors to map Cl's so that the end user can have a graphical
* representation of CI's and their relationship through BSM.
* Established Integration between AWS cloud and Azure Cloud with ServiceNow to import new Virtual Machines CI information into ServiceNOW CMBD.
* Track Mid-Server memory utilization for storing temporary log files related to port allocation and IP Address assignment.
* Worked with Scrum teams to develop, demonstrate and implement required solutions related to **TSM, CSM and ITSM modules of ServiceNow**.
* Worked with other developers to deliver solutions for enhancement requests, break fixes, hot fixes, and new features for **Service Now Telecom Modules like TNI, Service Bridge, Telecom extended CMDB, FBBNI, FBBNB, TDA, etc.**

**Ohio Department of Transportation, Columbus, OH July 2020 – Sep 2022**

**Role: Sr. ServiceNow Developer**

**Project Description:** Ohio Department of Transportation provides different services to people in Ohio. ServiceNow is used to build and maintain internal applications related to roadways, salt dispensing, Sign boards, highway cameras and sensors, traffic signals, and also applications related to HR, procurement, order management. All the IT infrastructure related to Ohio Department of Transportation is maintained using ServiceNow.

**Responsibilities:**

* Build integration Workflows using Flow Designer and Integration Hub.
* Develop custom flows for HR Case Management to transfer HR Cases by fetching the data from Center of Excellence.
* Built Automated access management flow to onboard and offboard new users.
* Built automated access management flow to integrate with OKTA for app’s access management.
* Implemented ServiceNow connector to Integrate with HR Workday to import HR data.
* Responsible for coordinating with the Infrastructure team to deliver customer oriented ServiceNow applications and interfaces using JavaScript and HTML/CSS from concept drafting to qualified documentation.
* Build ServiceNow to other systems integrations to deliver automated solutions.
* Develop SLAs, OLAs, notifications and reports for applications on ServiceNow.
* Develop and deploy automated solutions with ServiceNow Orchestration.
* Responsible to develop system integration solutions using web services like SOAP/REST, XML, HTML, AJAX, CSS, and HTTP.
* Involved in testing and validation of CMDB data at time of Seamless upgrade. Also validated different mapping association generated via the integration on the new version.
* Implemented processes, such as GRC (governance, risk and compliance), to automate and continuously monitor information security controls, exceptions, risks, testing. Develops reporting metrics, dashboards, and evidence artifacts.
* Scheduled regular assessments and testing of effectiveness and efficiency of controls and creates GRC reports.
* Worked on GRC module to build policies, compliance reports, Risk Metrix’s , Governance issues identification and compliance breaches.
* Built automated surveys and quality compliance process and flows to monitor vendor transactions and vendor performance.
* Helped setup teh integration from ADDM data into CMDB
* Automated GRC flows using flow designer and spokes.
* Integrated 3rd party GRC tools to import and manage data in ServiceNow
* Managed GRC modules during platform upgrade and during patch upgrades.
* Developed ServicePortal Widgets using Angular JS to get custom behavior as per business requirements.
* Workflow driven Automation/Integration with other applications for Request fulfillment activities to improve speed of delivery and reduce human intervention.
* Identified and designed templates and involved in onboarding Mainframe components/data into CMDB.
* Implemented processes, such as GRC (governance, risk and compliance), to automate and continuously monitor information security controls, exceptions, risks, testing. Develops reporting metrics, dashboards, and evidence artifacts.
* Scheduled regular assessments and testing of effectiveness and efficiency of controls and creates GRC reports.
* Involve in continuous enterprise platform related process improvement while working with other teams including Incident Management, Problem Management, and Change Management processes.
* Collaborate with asset management teams to maintain integrity of CMDB.
* Provide key technical insight in the designing and supporting ServiceNow applications while aligning to Service Management best practices.
* Immense knowledge about the concepts like LDAP, MID Servers, Workflow administration, Reporting, Form/UI configurations, Notifications, data imports, custom scripting.
* Familiar with the concepts of CMDB and Asset Management Services: Business Services and Configuration item relationships.
* Created specific modules for Predix Service Offering (SaaS, PaS, laaS) and Related Cl’s in ServiceNow.
* Provided ServiceNow support to Customer Support team (Tasks related to Service Offering /Configuration Management Process/ CMDB).
* Maintain platform health by monitoring health metrics, manage cloning and maintain prod support process.
* Created and maintained Data Dictionary related to Configuration Management and CMDB.
* Imported Security Server CIs into ServiceNow CMDB.
* Involved in the ServiceNow instance upgrade activities.
* Involved in cloning activities like raising the request for cloning and excluding some tables to not come under cloning.
* Designed and built solutions to maintain Business Applications to Servers relationships as per CSDM framework
* Experience in working with Database views to build complex view to help build reports.
* Worked as developer for CSDM implementation project. Table mergers, field mergers, relationships transitions.
* Experience in working with CMDB Query Builder to create reports.
* Developed various IRE (Identification and Reconciliation Engine) rules like Identification Rules, Dependency Rules etc.
* Designed and implemented a centralized location to maintain Managed classes in the ServiceNow
* Configured multiple Catalog Items Front-end web / GUI components using JavaScript, CSS, HTML5, worked on UI Macros to create pages as templates on requirement from the stake holders.
* Scheduling the reports as per the client requirement in ServiceNow.
* Created database views to pull the reports on variables that are used by catalog items.
* Created the UI pages to use them in catalog items implemented using UI scripts and worked on order guides, to arrange them in sequential order to make the user comfortable while raising a request.
* Managed Discovery schedules and Events as part of CMDB for daily data imports and CMDB health
* Development and Ongoing Support for projects on Service Request and Integrations
* Lead developer for setup of service portal for various departments, moving away from CMS portal.
* Experience working in Service Catalog, Service Portal and CMS Portal and various ServiceNow customizations as per client's requirement.

**Allianz, Minneapolis, MN May 2018 – Jun 2020**

**Role: ServiceNow Developer**

**Project Description:** ServiceNow is being used to maintain and deliver IT infrastructure. As part of ServiceNow implementation, I have built integration between Alianz group HR workday system with ServiceNow. This allows managers to raise a request for their sub-ordinate promotion and once approved will reflect the same in Workday.

**Responsibilities:**

* Worked with the project team, stakeholders, vendors and management to identify business requirements for assigned projects, feasibility studies, and preliminary assessments.
* Followed an established methodology for analyzing requirements, current system capabilities, and new design needs.
* Worked on service portal widgets and built widgets using Angular JS, HTML, CSS, Client and Serve side scripts.
* Responsible for the collection, analysis, review, documentation and communication of business needs and requirements to IT.
* Established **liaison relationship with business partners** to provide **technical solutions** to meet user needs.
* Assess client needs utilizing a structured requirements process (gathering, analyzing, documenting, and managing changes) to assist in identifying business priorities. Support the planning and facilitate the **requirement review sessions** to ensure alignment across all business units.
* Worked and involved in Identification rules to resolve various CMDB CI's processing issues to achieve streamline process to create/update a Cl.
* Translate business requirements into high level functional specifications for IT systems developers or outside vendors.
* Implemented processes, such as GRC (governance, risk and compliance), to automate and continuously monitor information security controls, exceptions, risks, testing. Develops reporting metrics, dashboards, and evidence artifacts.
* Scheduled regular assessments and testing of effectiveness and efficiency of controls and creates GRC reports.

* Partner with systems analysts on the configuration design, estimate, build and test. Provide support to systems analysts to prepare and maintain system design documents for use with technical and business teams.
* Involved in setting up rules to maintain a good data quality in the CMDB.
* Work with Quality Assurance Team and end-users to develop test cases and acceptance criteria and assist in validating test results **using HP ALM and Start Now.**
* Escalated problems related to **Web Service call response** for **Dell Boomi with Deloitte** teams to get the services restored on time.
* Developed and built applications for **compliance team** **integrating with internal SIG services** to get the required policy data via **SOAP Integration.**
* Responsible to update **mapping of policy information accordingly** when new **columns of data are added** to SIG Services.
* Responsible to maintain integrity and balance with existing manually entered data, which is used for **reporting and tracking fraud policies based on complaints**.
* Built **custom HR module** and allowed access to all the users using record producer.
* Gathered **SOAP WSDL**, **SOAP endpoint, credentials** to get the integration triggered and validate the response based on input values.
* Built **SOAP integration** to get **HR data** from **Employee Central via Dell Boomi** for HR module.
* Built **Business rules, client scripts and UI pages** to complete the **SOAP call completed** and populate data accordingly.
* Built **workflows for HR Module** including generating **tasks** for different teams and **approvals** at various levels for every request created.
* Built appropriate **email notifications** over the **workflow** and through notifications module to deliver custom emails to requester, and other users based on the functional requirement.
* Involved in platform upgrade project to modify, validate and test all applications functionality and emails to meet the requirement.
* Involved in **upgrading client scripts** to support **service** **portal functionality**.
* Built application for **Fast Track Approval** to **get approvals completed** for **new infrastructure requests**.

**Citigroup, Dallas, TX Aug 2015 – May 2018**

**Role: ServiceNow Developer**

**Project Description:** ServiceNow isbeing used todeliver IT services related to Credit Card Division of Citi Group. A large number of catalog items are built and deployed in ServiceNow related to credit cards and customer service agents utilize these catalog items to create requests per customer request.

**Responsibilities:**

* Core Application Administration: Policies & Interactions, Application Security, Events & Notifications.
* Managing **Client** **scripts, UI policies, UI actions** and **Data policies**.
* Moving data in and out of an instance using import sets and **Transform Maps** and also auto import of data into Service Now using Scheduled jobs.
* Provided teh design documents for teh upgrade from 7.6 to 8.1 dat included CMDB, Asset, Product catalog, and SLM
* Defining **Service Level Agreements** (**SLAs**) and appropriate Notifications for respective Task Record.
* Individually implemented Discovery Application for populating CMDB.
* Worked with **Compute, Network and Storage teams** in order to validate data collected by discovery.
* Created transform maps for **importing CMDB data**.
* Involved in training and help the user to understand different possible ways they can use ITSM and CMDB
* Fix the issues in scripts while being a **Tier 1 Support** for End Customers.
* Created data sources and loaded the ServiceNow tables with different data formats.
* Also worked on **Asset Management** to Import data as required.
* Maintained existing applications that were built based on Legacy Systems.
* Developed code to meet system standards.
* Subject Matter Expert on **Incident Management**, **Change Management** Process and Knowledge article.
* **Worked on JavaScript** to create front-end components like Forms, Views and workflows.
* Implement and optimize **Configuration Management Database (CMDB)** in Service now.
* Involved in redesigning the workflows using ServiceNow workflow editor, extensively **worked on CMDB, Configuration Items (CIs), CI relations and Mid Server**.
* Worked on **DISCOVERY and set up mid servers and check for the connectivity**.
* Worked on different scripts including **JavaScript, Jelly and Ajax for Client Side and Server-Side Scripting.**
* Migration of customizations from one instance to another instance using **Update Sets**.

**L&T,** **India May 2013 – Dec 2014**

**Role: Sr. Software Developer**

**Responsibilities:**

* Remedy Administrator on all custom modifications i.e. adding functions, buttons, linked tables and work-flow for email and paging interfaces as well as development of all web surveys and interfaces to allow customers to submit their own tickets. Performed all **BMC Remedy Administrative** tasks i.e. **Remedy Account Creation, Client creation** and **maintenance** as well as troubleshooting all **System Performance** and integrity issues.
* Administrate all reporting servers, processes, automation, and accounts as well **the automation software, Crystal Reports, Business Objects, Automate SQL statement, report run-times** and **report e-mail distributions** for all client.

**EDUCATION:**

* Bachelors in Information Technology from JNTU, India.