

# Mike Pason

*Senior ServiceNow Developer*

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## Professional Summary

With over 8 years of hands-on experience as a Senior ServiceNow Developer, I've been instrumental in crafting and implementing cutting-edge ServiceNow solutions across diverse sectors, particularly within the healthcare domain. My expertise lies in intricately aligning advanced IT service management (ITSM) strategies with overarching organizational objectives.

Through close collaboration with stakeholders, I've adeptly translated multifaceted requirements into robust ServiceNow solutions, leveraging an extensive array of modules including HR Service Delivery (HRSD), Software Asset Management (SAM), Hardware Asset Management (HAM), IT Business Management (ITBM), IT Asset Management (ITAM), Integrated Risk Management (IRM), and Configuration Management Database (CMDB). This comprehensive approach has streamlined workflows, optimized processes, and propelled operational efficiency to new heights.

At the forefront of establishing comprehensive service mapping for critical applications, I've consistently fostered agile incident response and resolution, thereby bolstering organizational agility and enhancing outcomes. As a trusted advisor, I've provided invaluable technical insights, guiding organizations towards ServiceNow best practices tailored to their specific industry landscapes.

My leadership in driving innovation has been marked by the identification and implementation of automation opportunities, resulting in streamlined workflows and enriched user experiences. Moreover, I've played a pivotal role in nurturing the growth of junior developers, cultivating their expertise within the dynamic IT environment.

My technical proficiency extends across a broad spectrum, encompassing the successful implementation of ServiceNow Governance, Risk, and Compliance (GRC) modules, seamless integration of IT Operations Management (ITOM), Customer Service Management (CSM), Configuration Management Database (CMDB), Service Portfolio Management (SPM), and Common Service Data Model (CSDM). Collaborating seamlessly with cross-functional teams, I've orchestrated flawless deployments and integrations that seamlessly align with organizational objectives.

In addition to the mentioned tools, I've also excelled in leveraging other essential components of the ServiceNow Platform, including Service Catalog, Service Portal, Discovery, Event Management, Incident Management, Problem Management, Change Management, Release Management, Knowledge Management, Service Mapping, Application Portfolio Management (APM), Project Portfolio Management (PPM), Demand Management, Resource Management, LDAP Integration, and SSO Integration.

My unwavering commitment to excellence and innovation is ingrained in my professional ethos, as evidenced by my relentless pursuit of process refinement and solution optimization. With over 8 years of experience in the field, I bring a wealth of expertise and insight to every project, driving operational efficacy, technological advancement, and unparalleled excellence in IT service management.

## Technical Skills

- **ServiceNow Tools:** ServiceNow Platform, ITSM, ITOM, ITBM, CMDB, HRSD, CSDM, GRC, IRM, ServiceNow Service Catalog, ServiceNow Service Portal, ServiceNow Discovery, ServiceNow Event Management, ServiceNow Incident Management, ServiceNow Problem Management, ServiceNow Change Management, ServiceNow Release Management, ServiceNow Configuration Management, ServiceNow Knowledge Management, ServiceNow Service Mapping, ServiceNow Application Portfolio Management (APM), ServiceNow Project Portfolio Management (PPM), ServiceNow Demand Management, ServiceNow Resource Management (SRM), ServiceNow LDAP Integration, ServiceNow SSO Integration
- **Languages:** C, C++, Java, SQL, PL/SQL, XML, PHP, HTML, CSS, AJAX
- **Scripting Languages:** JavaScript, ServiceNow Scripting (Glide Record, Glide System, Glide Ajax, Glide UI, Glide User, Glide Workflow, Glide DateTime, Glide Email, Glide Catalog, Glide Script), Jelly Script
- **Database:** Oracle, MS Access, MS SQL Server, ServiceNow CMDB
- **Web Technologies:** PHP, XML, HTML, Java, JavaScript, Excel VBA, PowerPoint VBA, VB Script, SSO, ServiceNow Service Portal Development
- **Operating Systems:** UNIX, Linux, Windows
- **Packages:** MS Office (Word, Access, Excel, Outlook, PowerPoint)
- **Methodologies:** ITIL, Service Management, SDLC, Agile
- **Tools:** ServiceNow Instance Management, ServiceNow Upgrade Management, ServiceNow Data Import/Export, ServiceNow Performance Analytics, ServiceNow Integration Hub, ServiceNow Orchestration, ServiceNow Security Operations

## Professional Experience

### Senior ServiceNow Developer Egnyte, Mountain View, CA

March 2021 - Present

- Lead the development efforts for ServiceNow implementations, ensuring that IT service management (ITSM) goals align with the organization's healthcare objectives, such as improving patient care and operational efficiency.
- Collaborate closely with healthcare professionals and stakeholders to understand their unique challenges and requirements, translating them into effective ServiceNow solutions.
- Utilize ServiceNow modules such as HR Service Delivery (HRSD), Software Asset Management (SAM), and Hardware Asset Management (HAM) to streamline processes and enhance operational efficiency within the healthcare domain.
- Establish comprehensive service mapping for critical healthcare applications and business services to facilitate better incident response and problem resolution, ultimately improving patient outcomes.
- Act as a trusted advisor to the organization, providing technical expertise and guidance on ServiceNow best practices and industry standards within the context of healthcare IT.
- Drive innovation and continuous improvement by identifying opportunities to optimize ServiceNow workflows, automate manual tasks, and enhance user experiences for healthcare professionals.
- Mentor junior developers and team members, sharing knowledge and insights to foster their professional growth and development within the healthcare IT environment.
- Develop and put into practice scalable solutions for managing hardware assets by utilizing ServiceNow's Hardware Asset Management (HAM) module.
- Take the lead in implementing the ServiceNow GRC and IRM modules, making sure that strong risk management and compliance frameworks are in line with company objectives.
- By utilizing ServiceNow's ITOM and CSM modules for improved IT service management and customer service, increase operational effectiveness and customer engagement.
- To guarantee thorough service management, ServiceNow integrated its Service Portfolio Management (SPM) module with its Incident and Change Management modules.
- Stay abreast of emerging trends and developments in IT service management (ITSM), IT operations management (ITOM), IT business management (ITBM), and IT asset management (ITAM) to support organizational objectives and healthcare IT initiatives.
- Work collaboratively with cross-functional teams, including IT, clinical, and administrative staff, to ensure successful ServiceNow deployments and integrations that meet the unique needs of healthcare organizations.
- Participate in project planning and strategy sessions, providing input and recommendations based on technical expertise and industry best practices to drive successful healthcare IT projects.
- To ensure that all stakeholders are use the HAM module effectively and to boost adoption, arrange end-user training sessions to optimize its benefits.
- Oversaw projects that optimized application portfolios while guaranteeing alignment with business goals by utilizing Application Portfolio Management (APM) technologies and processes.
- Work together with cross-functional teams to incorporate GRC and IRM procedures into company operations, encouraging a risk-aware and compliant culture.
- Improved operational efficiency through automated service lifecycle management procedures using Service Portfolio Management (SPM) workflows.
- ServiceNow solutions are being used to integrate TSOM event management for proactive IT issue resolution, promoting innovation and excellence in healthcare.
- Optimize healthcare IT operations more effectively, create personalized HRSD apps, maintain ServiceNow compliance and cybersecurity, and engage the community to support industry best practices.
- Using Flow Designer, we developed unique interfaces that ensured smooth data flow and process automation between ServiceNow and external systems.
- HRSD modules were deployed for improved self-service capabilities, SAM practices were put into place for software asset data integrity, and JavaScript automation was used to speed ITSM procedures.
- In order to increase HR operational effectiveness and employee happiness, HR procedures were examined, and HRSD solutions were suggested.
- Applied Agile project management techniques to oversee ServiceNow development projects, guaranteeing feature delivery on schedule and compliance with best standards.
- In order to guarantee project delivery success and stakeholder satisfaction, lead development teams in the application of HAM solutions.
- Made full use of my understanding of information technology concepts to diagnose and solve difficult problems in ServiceNow, enhancing user happiness and system dependability.
- Using HTML5, responsive web designs were created and put into practice to ensure cross-browser and device compatibility.
- Develop cloud-based SaaS solutions by applying architectural and software development best practices, improving application analytics and integrations in a dynamic setting.
- Directed enhancements in ServiceNow ITSM, ITBM, ITOM, ITAM, and CSM through agile practices and SSL/SAML integrations, leveraging tools like Jira, Selenium, SDLC, IRM, GRC, JavaScript, and SPM to deliver innovative, compliant IT solutions with optimized ROI.

- Oversee software asset management (SAM) installations to ensure thorough and successful SAM.
- Assist with diagnosing and fixing hardware asset management problems by offering your experience and help.
- Created and kept up standardized data management procedures using the Common Service Data Model (CSDM) framework for all ServiceNow instances.
- Utilizing Docker and Kubernetes for effective deployment, create scalable cloud solutions on AWS, Azure, and GCP while bolstering cybersecurity and ITIL compliance with ServiceNow's VRM and SIR modules.
- Develop workflows using ITIL processes, apply Agile and Waterfall methodologies, mentor on ATF tests, establish CSDM, work cross-functionally to maintain coding standards and deadlines, troubleshoot instance issues, and provide technical expertise in network architecture and infrastructure.
- Create prototypes for iterative feedback while working with cross-functional teams to design ServiceNow solutions using Business Analyst techniques.
- Data integrity and consistency across ITSM processes were ensured by implementing and configuring data models and schemas within ServiceNow.
- Utilizing ServiceNow's Discovery tools and features, managed discovery initiatives were able to improve IT asset visibility and optimize configuration management procedures.
- By automating the production and resolution of incidents in ServiceNow through the use of TSOM alerts and events, the mean time to resolution for IT incidents has been decreased.
- Oversee the creation and deployment of cutting - edge features and solutions for ServiceNow, including as PHP scripting, RBAC design, ITBM module upgrades, CSM enhancements, AJAX features, and HAM processes.
- Provide strategic direction for XML configuration, optimize SQL queries, oversee EO&T application deployment, and ensure compliance through SAM and TSOM in ServiceNow development projects.
- For efficient vendor relationship management, give strategic guidance on VRM solutions.
- In order to keep up with changing business requirements and technical improvements, continuously evaluate and improve the HAM module's capabilities.
- Enhanced Service Monitoring in ServiceNow, streamlined TSOM integration, created SLAs for IT services, integrated ServiceNow and JIRA to enable Agile project management, and integrated Single Sign-On.

## **ServiceNow Developer**

**Calsoft, San Jose, CA**

**July 2015 – March 2021**

- Collaborate with cross-functional teams to gather requirements and translate them into actionable ServiceNow solutions that align with organizational goals and objectives across various industries.
- Develop and customize ServiceNow modules, including Incident, Problem, Change, CMDB, Discovery, and Service Catalog, to meet the unique needs of clients in diverse industries beyond healthcare.
- Configure ServiceNow integrations with LDAP for user authentication and access management, ensuring seamless integration with existing IT systems and applications across different business sectors.
- Participate in post-installation and configuration activities for ServiceNow Governance, Risk, and Compliance (GRC) modules, ensuring compliance with regulatory requirements and industry standards in different domains.
- Conduct regular reviews and audits of ServiceNow configurations and workflows, identifying opportunities for optimization and improvement to enhance operational efficiency and user experiences.
- Provide technical support and troubleshooting assistance to end-users across various industries, resolving issues and addressing concerns in a timely and efficient manner to minimize disruptions to business operations.
- Stay up-to-date on the latest ServiceNow releases and updates, attending training sessions and webinars to enhance skills and expertise applicable across different sectors.
- ServiceNow's application landscape now has APM functions implemented to enable investment planning and strategic decision-making.
- Align operations with regulatory standards by ensuring compliance and managing risks enterprise-wide with ServiceNow's GRC and IRM modules.
- Enhanced visibility and asset management for the company by working with cross-functional teams to guarantee thorough discovery of IT infrastructure components.
- Work closely with ServiceNow vendors and partners to stay informed about new features and capabilities, leveraging their expertise to support successful project delivery and client satisfaction.
- Application portfolios within the ServiceNow platform were optimized by developing unique solutions using Application Portfolio Management (APM) tools and processes, such as application rationalization and portfolio analysis.
- Engage stakeholders on a regular basis to get their input and find areas for development while utilising BA methodologies to facilitate clear communication.
- Integrate ServiceNow's Hardware Asset Management (HAM) module to your business to effectively track and manage hardware assets.
- Mentor junior developers and team members, sharing knowledge and insights to foster their professional growth and development in ServiceNow development across multiple industries.
- Set up and maintained the Common Service Data Model (CSDM) framework in ServiceNow instances to guarantee data management procedures were consistent throughout IT service management procedures.

- Performed routine maintenance and updates on the HRSD modules to keep the system secure and current.
- Document technical specifications, system configurations, and process workflows comprehensively to support ongoing operations and future enhancements in different business environments.
- Served as the main point of contact, assisted by ServiceNow, for all SAM-related discussions between IT and business divisions.
- Work together to gather requirements from stakeholders and convert them into HAM solutions that are suited to certain corporate goals and needs.
- Collaborate with project managers and business analysts to develop project plans and timelines, ensuring timely delivery of ServiceNow solutions that meet the needs and expectations of clients across various industries.
- Enhanced ServiceNow features by utilizing JavaScript to integrate third-party APIs, actively participating in user forums to exchange expertise, and offering thorough end-user training to guarantee maximum use across a range of sectors.
- Using ServiceNow modules such as SPM, APM, and TPM, manage and improve IT services, applications, and technological assets to fit with business goals and plans.
- Connect HAM to other ServiceNow modules, like Configuration Management Database (CMDB) and IT Asset Management (ITAM), to provide an all-encompassing approach to asset lifecycle service.
- Provided consistent and dependable data across several ITSM processes and modules by defining and implementing data models and relationships within ServiceNow.
- This expert uses cutting-edge JavaScript, FTP, RESTful services, SSO, and SAML for ServiceNow development. By automating processes using AI, ML, and Agile techniques, they optimize IT service management and build strong client connections across industries.
- Use agile frameworks like Scrum and Kanban to implement ServiceNow projects from start to finish in a dynamic setting. This will ensure complete analysis, consulting, and adherence to acceptance criteria for high-quality outputs.
- Utilizing ServiceNow's Service Mapping features, I supported Service Mapping projects by setting up service maps and determining dependencies.
- Actively participate in ServiceNow user groups and events, networking with peers and industry experts to stay informed about best practices and emerging trends across various sectors.
- Developed and designed REST and SOAP APIs for ServiceNow to improve system interoperability by enabling smooth interaction with other systems.
- Skilled in agile stakeholder collaboration, user feedback-driven continuous innovation, and Jelly scripting to improve ServiceNow UX. Capable of architecting sustainable solutions using best practices.
- Uphold a commitment to accessibility and inclusivity by designing ServiceNow interfaces and workflows that accommodate diverse user needs and preferences.
- Evaluation and improvement of HAM workflows and procedures should be ongoing in order to increase productivity, accuracy, and adherence to organizational and industry guidelines.
- HRSD apps were developed and adapted to improve employee self-service capabilities, streamline workflows, and optimize HR service delivery.
- Assisted with ServiceNow's Discovery projects by designing and optimizing sensors and probes to enable precise IT asset classification and identification.
- Business service data was included into the ServiceNow platform to improve service visibility and monitoring, enabling efficient service delivery and administration.
- Proactively identify and mitigate potential risks and bottlenecks in ServiceNow implementations, leveraging risk management strategies to minimize project disruptions.
- SAM procedures in ServiceNow are continuously evaluated and enhanced to boost productivity and value realization.
- Developed dynamic and interactive web pages for ServiceNow apps and portals by utilizing AngularJS and jQuery.
- Advocate for data-driven decision-making by leveraging ServiceNow reporting and analytics tools to derive actionable insights and inform strategic planning efforts.
- Create customized apps to satisfy a range of corporate needs, participate in ServiceNow communities, and lead cooperative team dynamics to promote a culture of mutual learning and development.
- Use ServiceNow to implement and administer the Governance, Risk & Compliance (GRC) and Integrated Risk Management (IRM) frameworks, improving operational efficiency, risk mitigation techniques, and organizational compliance.
- A ServiceNow professional uses cloud technology and DevOps to optimize application performance and security; they also improve risk and compliance through IRM and GRC training.
- In order to verify ServiceNow setups against requirements, plan user acceptability testing sessions using business analyst approaches.
- Streamline asset management and improve user experience by utilizing specific ServiceNow modules to improve HR service delivery and healthcare operations.
- To gather requirements from stakeholders, guide ServiceNow projects through the SDLC, optimize CMDB for IT asset management, and improve overall system efficiency, apply business analyst approaches and agile development practices.

**Education: - Bachelors of Technology in Computer Science – 2015**  
Kabul University, Kabul