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| Muhammad Masood **Khan**SR. SERVICENOW DEVELOPER/ADMINISTRATOR

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**Accomplishments**

* IT Professional with an overall 13+ years of experience in various IT implementation frameworks.
* Around 5+ years of experience in ITSM frameworks, ServiceNow Understanding of ITIL framework and processes.
* Hand-on experience on various ITSM ServiceNow applications such as Incident, Problem, Change, Release, Request, Service Catalog, Asset, Knowledge, Service Level, Content Management System (CMS), Service Portal, Orchestration, Virtual Agent, Performance Analytics, and Configuration Management Database.
* Working with the customer to gather requirements, provide proof of concepts, groom, and estimate requirements.
* Expertise in the creation of Workflows for Service catalog items and custom applications according to new business requirements.
* Sound functional and technical knowledge of the ServiceNow platform as well as experience delivering medium to large-scale ServiceNow implementations.
* PPM (ITBM) implementation experience.
* Building and running automated tests with the Automated Test Framework (ATF).
* Strong team player, ability to work independently and in a team as well, ability to adapt to a rapidly changing environment, commitment towards learning, possess excellent communication, project management, documentation, interpersonal skills.
* Experience with configuration and installation of Discovery (ITOM) and MID Server.
* HR Service Delivery (HRSD) implementation – HR Profile, Case, and Knowledge Management.
* Well-versed in an Agile, Scrum, and SDLC environment.
* Experience in ServiceNow upgrade, clone activities, code migration, production deployment, and working with HI support.
* Service Portal implementation for IT, HR & Payroll, External vendors.
* Experience working on Integrations like LDAP, SSO, MS Active Directory, Workday, JIRA, Fusion Search, New Relic, Firebase, eye Share, Microsoft LAPS, Net Brain, Slack, Microsoft Teams.
* Experience in integrations using Web Services (REST/SOAP), Scripted REST APIs, and Data sources.

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|  | **Skills**

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|  | Web service - SOAP, REST |

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|  | Languages - JavaScript, HTML, CSS, Angular JS, Jelly, XML, JSON, Java, SQL, PL/SQL |

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|  | Database - MySQL, Microsoft SQL Server, Oracle |

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|  | Version Control - GitHub |

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|  | Tools - Microsoft Excel, Confluence, Pager Duty, Microsoft Visio, JIRA |

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|  | ServiceNow Version - Calgary, Dublin, Kingston, London, Madrid, New York, Orlando, Eureka, Fuji, Geneva, Helsinki, Jakarta, Paris, Quebec, and Rome |

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|  | **Work History**

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|   | **Mar 2021 - Current** | **Sr. ServiceNow Developer/Administrator** *M&T Bank** Supported ServiceNow Istanbul, London upgrade activities like fixing medium to high priority upgrade skipped records and user acceptance issues
* Consolidated complex HR and CMDB ACLs
* Integrated ServiceNow with Lucid works Fusion which is an enterprise search application used in HR self-service portal search when Google Search Appliance (GSA) was dropped from the market
* Integrated ServiceNow with JIRA using the REST API which will create a ticket in JIRA automatically and is a bi-directional flow
* Mainly used by Engineering teams across the company
* Create an order guide for a New Employee Hire
* Creating database views to pull reports on variables from different tables
* Integrated ServiceNow with Microsoft LAPS for Local Admin password reset using Orchestration and custom Power Shell commands which are being used at the company level
* This saved time and operational costs
* Schedule, analyze, enhance, and performance tune CMDB, Discovery Configurations
* Fulfilled ServiceNow enhancements through Ad Hoc requests
* Implemented Project Portfolio Management (PPM) for various organizations (IT, GSO, Finance) across the company using the team space concept (Idea, Demand, Project)
* Customized and troubleshooting customer-facing portals using Content Management System (CMS)
* Integrated ServiceNow with Net Brain to get the list of incidents, problem tickets associated with a Network device using scripted REST API
* Working with dynamic HTML components: AJAX, JavaScript, CSS, XML, HTML and XHTML
* Integrated Service Now with eye Share for automatic change creation using the Scripted REST API
* Configured Service Level Agreements to define certain levels of service from both internal and external providers
* Work with the business units to develop test plans and procedures, define acceptance criteria, and validate application design
* Build custom SLA and Service Catalog workflows
* Knowledge v2 to v3 migration
* Developed automatic provision of Business Services into CMDB using scripted REST API
* Work closely with IT business analysts and business teams to determine business requirements and desired functionality.
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|   | **Jun 2019 - Feb 2021** | **Sr. ServiceNow Developer/Administrator** *Kyndryl** Automated various routine Service Desk tasks which are previously handled through emails or phone calls through Service Catalog workflows
* Configure Application UI, Workflow, and customize ServiceNow applications
* Developed self-service portal for Help Desk used by employees to request a service, report a new issue, refer to Knowledge articles, manage requests, approvals, and Help Desk Chat
* Developed ATF Test Suites and Test Steps
* Design and develop custom scoped applications for the ServiceNow platform
* Installed, configured HR Profile, Case, and Knowledge Management part of HR Service Delivery (HRSD) suite
* Mid Server installation and maintenance in all environments
* Migrated to New Mobile app from ServiceNow Classic mobile app
* Working on Report, Dashboard designing using Performance Analytics
* Integrated ServiceNow with Microsoft Teams and Slack using Integration Hub, Flow Designer to post messages, Incident, Change, and Problem details
* Create or act on records using inbound email actions and record producers
* Automated various New Employee Onboarding and Offboarding tasks
* Installed and configured PagerDuty integration (v5, v6) with ServiceNow
* Performed Orlando, Paris upgrade activities as a lead resource
* Handling code migration between Dev, QA, UAT, and PROD instances
* Provide support and training to end-users on the functionality so that they can self-serve themselves
* Re-structure Discovery schedules to reduce turnaround time to discover CI's
* Daily platform administration and support.
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|   | **Apr 2017 - May 2019** | **ServiceNow Developer** *Navy Federal Credit Union, Pensacola, FL** Coordinating the instance upgrade and cloning activities
* Resolving user access and role issues by checking roles, user, and group tables
* Implemented ServiceNow Mobile App
* Design and implement new functionality using Business Rules, Client Scripts, UI Policies, UI Scripts, UI Actions, UI Pages, UI Macros, Script Includes, and Access Control Lists
* Created functional and technical specification documents for various custom applications and integrations
* Configured email and push notifications to notify users about specific activities in the system
* Implemented CMDB which is widely adopted
* Configuring application UI using JavaScript, CSS, HTML, Jelly tags
* Created various SLAs, OLA's for HR, Incident, and Request
* Re-designed and reconciled complicated workflows to simpler forms using workflow editor
* Worked with stakeholders to assess current processes and tools, defined ServiceNow requirements, and developed and configured the ServiceNow platform
* Implementation, customization, and maintenance of ITSM modules such as Incident, Change, Problem, Release, Knowledge, Service Catalog, Request
* Troubleshooting of Discovery and MID Servers
* Facilitating roll-out of new applications and modules
* Created record producers to open incidents from the end-user portal
* MID server installation and maintenance
* Created UI Pages, UI Macros to use them in Service catalog items, UI scripts, and CMS
* Built reports, dashboards, and homepages
* Created database views by joining two tables for reporting
* Development of Service Catalog which included creating new catalog items, designing workflows, and execution plans
* ServiceNow implementation, development, and support.
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|   | **Nov 2013 - Feb 2017** | **Sr. Business Analyst** *Blue Cross Blue Shield of Illinois, Chicago, IL** Used SQL queries for Inner Join, Outer Join, Left Join and Right Join to filter data within the SQL Server
* Collaborated with Cross-Functional teams in Identifying and managing all Up-Stream and Down-Stream Dependencies to align the Deliverables
* Worked closely with Product Management to define new products for CHIP, Medigap & Medicare Part C
* Performed Gap analysis for both individual and family plans, ensure that member's information complies with privacy issues, policies, and HIPAA requirements
* Created Use Cases (Business and System Use Cases) and displayed Use Case Diagrams, Activity Diagrams, Business Flow Diagrams, Data Flow Diagrams for defining the functionality for MDW modules like Business Intelligence, Data Delivery, Security
* Modified test scripts created by the system test team to meet User Acceptance Testing (UAT) needs
* Participated in JAD sessions and interacted with technical leaders from various departments (Clinical trial, Drug Discovery, and Pharmaceutical Development)
* Performed Gap Analysis to find out changes and impacts on the MDW phase 1 components that may occur in HIPAA 4010 to HIPAA 5010 migration
* Contributed significantly to developing all Business Objects universes in the Medicaid Data Warehouse
* Maintained meeting notes and presented weekly status reports on the project using Business Object Crystal Report
* Worked towards resolving various defects and updating status reports for weekly business and technical meetings
* Involved Designed and managing the internal intranet site (SharePoint), external websites, and hosts
* Test Data setup for the application using SQL Integration Services
* Testing audit trails to have data integrity and data security in the new Workstation
* Maintained project documents such as risk management plan, action item list, project benefits list, monthly updates, and review with the project manager at regular time intervals.
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|   | **Jun 2009 - Oct 2013** | **Business Analyst** *Capgemini** Responsible for making the report available for scheduling or viewing on-demand
* Have taken the initiative to drive the report development process
* Worked at conceptual/logical/physical data model level using Erwin according to requirements
* Owned the assigned reports, worked on them, and updated the Report Development Scheduler for status on each report
* Prepared Data Flow Diagrams using MS Visio to review the current and future business processes
* Developed reporting utilizing Business Objects and SQL stored procedures
* Worked on exporting reports in multiple formats including MS Word, Excel, CSV, and PDF
* Developed highly complex reports and provided information and data across various divisions
* Developed the required data warehouse model using Star schema for the generalized model
* Reviewed, evaluated, designed, implemented, and maintained reporting to support current business initiatives
* Provided input into developing and modifying systems to meet client needs and develop business specifications to support these modifications
* Gathered, Documented, and analyzed business requirements from clients and stakeholders
* Identified and researched data issues and highlighted areas for improvement
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|  | **Education**

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|   |  | Bachelor of Mass Communications *AUS – American University of Sharjah* |

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