

# Asfa Rehamani

ServiceNow Consultant

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## Professional Summary

- Over 10+ years of professional and comprehensive experience in configuring, service management design, providing system service and support, and administration on the technical implementation of various ServiceNow Modules.
- Combine functional knowledge and practical hands-on experience in IT Service Management (ITSM) frameworks, complemented by a demonstrated history of adept project management capabilities. Furthermore, proficient in direct interactions and engagement with both customers and clients.
- Spearheaded user-centric design initiatives, ensuring ServiceNow solutions are intuitive and aligned with end-user needs (HAM).
- Conducts maturity assessments of customer processes in ITAM and CMDB domains.
- Proficient in configuring ITIL processes such as Change Management, Knowledge Management, and Reporting within the ServiceNow framework.
- Demonstrated hands-on proficiency in the Governance, Risk, and Compliance application (GRC).
- Skillfully configured various components of ServiceNow HRSD, including Portal, Enterprise Onboarding, Case Management, and Knowledge Management.
- Successfully implemented Event Management (ITOM) by configuring Connector Instances and Connector Definitions.
- Possess extensive technical and functional expertise in ITBM implementations, specifically within Project Portfolio Management (PPM) and Application Portfolio Management (APM).
- Proficient in SOA and Web Services and REST APIs & SOAP concepts.
- Articulated the functional requirements for our ITSM system, ServiceNow, and devised a precise implementation plan.
- Build process roadmaps for ITAM and CMDB processes.
- Developed a tailored role with comprehensive access across the entire application for the GRC admin.
- Devised and engineered solutions by harnessing relevant components provided by ServiceNow to effectively address business workflows, ticketing, and various ITSM necessities.
- Currently employed within the DevOps Platform team, overseeing specialized aspects concerning Chef for Cloud Automation.
- Successfully executed the implementation of HRSD roles, established a COE structure, configured Services, and developed Record Producers.
- Transferred Project (PPM module) data from the previous instance to the new one through importing.
- Possess experience in Email Integration, LDAP integration, as well as integration with External Web services (both SOAP-based and REST APIs) within ServiceNow, alongside JDBC Data Loads.
- Skilled in the practices of Service Mapping and Service Watch methodologies.
- Here I specialized in IT Business Management (ITBM) applications and provides forms-based workflow application development.
- Conduct health assessments on ServiceNow, focusing on ITAM and CMDB processes.
- Possess substantial expertise in ServiceNow, spanning ITSM, ITOM (Discovery, Service Mapping, Orchestration, Event Management), HRSD, and Asset Management modules, along with comprehensive end-to-end implementation experience.
- Provided documentation and conducted training for GRC users on the ServiceNow GRC Application.
- Delivered scalable architectures that accommodated the growth and evolving needs of organizations, optimizing long-term value (SAM).
- Integrated ServiceNow with other applications using REST APIs full Web Services.
- To promote ongoing IT service improvement and raise customer satisfaction, analyze service performance data in relation to SLOs.
- Excellent presentation skill and with experience in conducting ITSM functional workshops.

- Experience in working with the SecOps using ServiceNow DevOps editor and its core Utilities.
- Engaged in ServiceNow Discovery to identify Configuration Items (CI) and subsequently populate them within the CMDB.
- Experience in GRC policy creation with an understanding of entities, Risk & Control.
- Knowledge of Remedy programming methodologies and ITSM and ITIL framework.
- Knowledge of ITBM and ITOM processes mostly Asset, Discovery, and CMDB experience.
- Worked together with stakeholders to collect needs for GRC and HR and to comprehend procedures.
- Experienced in integrating SAM and ITAM with ServiceNow, creating ITAM policies, and using ITIL best practices to direct the pre- and post-installation stages of the platform for the best possible deployment of ITSM.
- Collaborated in the design of Authentication and Entitlement services using REST APIs and SOAP.
- Pioneered the implementation of Change Management from inception, incorporating CMDB configuration modifications, alongside form and workflow customization and creation.
- Seamlessly integrated the Microsoft and Dynatrace APM models with the Organization's Incident Management and Security model.
- Engaged in CMDB activities, facilitating the population of IT asset data through system-wide imports.
- Played a key role in formulating cyber assessment metrics and generating GRC reports for senior management, influencing risk-based outcomes.
- Developed and implemented a content strategy in close collaboration with business stakeholders that enhanced the CMS platform's usability and the distribution of information.
- Worked on ITBM- Application Portfolio Management (APM).
- Proficiency with ServiceNow's Service Portfolio Management (SPM) platform, which maximizes IT service offerings and synchronizes them with business objectives for increased operational effectiveness.
- Established as a Subject Matter Expert (SME) with a comprehensive grasp and practical proficiency in the BMC ARS, ITSM suite, and CMDB.
- Lead interdepartmental projects, utilizing SNOW to improve CSM and CRM operations, encouraging teamwork, and guaranteeing a cohesive strategy for superior customer service.
- Create complex JavaScript code to create REST, SOAP, or other web service-based connections between ServiceNow and other corporate systems.
- Used an agile methodology for ServiceNow modifications, which allowed for flexible scheduling and the quick release of high-value features.

Technical Skills	
Programming Languages	Angular JS, Jelly Script, jQuery, Java, ASP.net, Perl, .net
Platforms	ServiceNow, HP Service Manager, SDLC
Web Technologies	HTML, XML, XSLT, XSD, JavaScript, CSS, jQuery, JSP, Servlets, Struts, JSF, a4j (Ajax4Jsf) SOAP WebServices, REST Services, Ant, Maven.
Databases	Microsoft SQL Server, Oracle, MySQL
Technologies	Agile, Scrum, Design Patterns, ITIL, CSP, MVC, Map Reduce, Android, Machine Learning
Other Tools	Eclipse, QTP, Crystal Reports, SQL Developer, Microsoft Visual Studio, MS Office, Client Script/Calling server side, code using Glide Ajax in Client Script
Operating System	Windows, UNIX, Linux
Software methodologies	Agile, Water Fall, SDLC and Scrum
Ticketing Tools	ServiceNow (Catalog configuration, Incident Management, Problem Management, Change Management, Knowledge Management, Access management)

## Experience

SERVICENOW CONSULTANT  
IBM

BOSTON, MA  
03/2021 – PRESENT

- Currently serving as a ServiceNow Consultant, my responsibilities include analyzing business requirements, configuring and customizing the ServiceNow platform, and collaborating with stakeholders to implement efficient ITSM and ITOM solutions.
- Deliver thorough requirements analysis and precise scoping estimates for the implementation of ITSM and PPM, drawing upon industry leading best practices.
- Led the successful implementation of ServiceNow solutions for large enterprises, overseeing end-to-end project lifecycles (SAM).
- Expertise in on-call rotation schedule using Pager Duty.
- Make data-driven decisions, spot patterns, and enhance employee services and HR policy by utilizing HRSD analytics.
- Conducted workshops to understand diverse user perspectives, resulting in solutions that bridge the gap between IT and business requirements (HAM).
- My expertise lies in ServiceNow ITSM and GRC, encompassing software deployment, installation, and maintenance, along with proficiency in data migration and data management.
- Architect solutions for ITAM solutions.
- Worked with Application Owners to REST APIs structure CMDB based on Company's Architecture.
- Implementation of ServiceNow ITBM, Automated Testing Framework, Operational Intelligence, Enterprise Onboarding & Transitions.
- Design and engineer solutions leveraging all appropriate components offered by ServiceNow to answer the needs for business SecOps, ticketing or other ITSM requirements.
- Uphold requirements traceability within the ServiceNow SDLC module.
- Designed and configured different SecOps for various Service Catalog items and implementing end-to-end Service Catalog.
- Improved LDAP/SSO connection, set up HRSD and ITSM, boosted ServiceNow's efficiency, oversaw CMDB Discovery, offered ITAM knowledge, and put HRSD, SAM, and HAM solutions into practice.
- Executing the implementation of ServiceNow ITOM product, encompassing Discovery, Service Mapping, and the Active Directory Password Reset (Orchestration) Applications.
- Engaged in Service Mapping tasks, defining business services, addressing discovery and mapping process challenges, and crafting novel discovery patterns.
- Provide advice on compliance needs and mobile security frameworks.
- Lead workshops in discovery and help set up sensors for network scanning.
- Crafted the layout, CSS, and dynamic content to shape the design of the End User Self-Service Portal.
- Work together with cross-functional teams to make sure that SPM activities complement business objectives and the broader IT strategy.
- Use the ServiceNow GRC module to carry out thorough risk assessments and put mitigation plans into action.
- Implemented scalable solutions that accommodated business growth, preventing bottlenecks and enhancing overall system efficiency (SAM).
- Developed GRC solutions, integrated ITAM/CMDB, coached in JavaScript best practices for ServiceNow, specialized in HRSD modules, implemented ITSM frameworks, and followed IRM guidelines.
- Create and manage intricate client-side and server-side scripts to improve user interfaces, automate procedures, and connect ServiceNow with other systems.
- Proficient with GRC tools such as shared assessment, ServiceNow, and Archer for conducting vendor assessments and reviews.
- Customized various ITSM modules including Incident, Problem, Change, Request, SRM, and enabled external integration with SCCM.
- Skilled in installing and managing APM tools (CA APM Introscope, Dynatrace) to effectively monitor enterprise applications.
- Managed numerous projects involving IT Service Management (ITSM) tools implementation and customization, aligning with ITIL best practices, while adhering to project management principles based on PMI best practices.
- Developed and executed change management strategies for ServiceNow implementations, ensuring smooth transitions and user adoption (HAM).
- Enhance ServiceNow IRM by using external risk intelligence to increase risk awareness and management.
- Worked on ITBM Demand Management and ITBM Resource Management as Well as ITBM financial Charging.
- Led ServiceNow projects that were driven by Agile, maximizing cross-functional team cooperation and effectively providing customer-centric solutions.
- Skilled ServiceNow developer with experience building HR Case Management modules, creating GRC risk assessment policies, and working with cross-functional teams to create custom apps that meet unique needs.
- Proficiently versed in HRSD modules, encompassing Case Management, Knowledge Management, HR Portal, and Enterprise Onboarding.
- By adding widgets and portals specifically designed for project management requirements to the Service Portal, you may improve the SPM user experience.
- Use analytics in conjunction with ServiceNow's IRM, SPM, APIs, CMS, and HRSD to manage risk, improve services, create compelling online experiences, and streamline HR procedures—all of which will help you make wise decisions and optimize CRM and CSM.
- Utilize ServiceNow IRM solutions to better corporate compliance and resilience by identifying, evaluating, and mitigating risks.
- Lead in developing strong pipeline workflows in ServiceNow, utilizing SQL and web development knowledge to improve data management and operational effectiveness.
- Create strategic roadmaps for IT service enhancement and carry out ITXM maturity assessments.
- Lead workshops on modernising the technology stack and optimising IT operations (STOM).
- Conduct seminars on managing service level agreements (SLAs) and providing excellent customer service.
- Offer knowledge of best practices for test automation and support in establishing ATF governance.

- In my capacity as a Senior ServiceNow Developer, I am tasked with designing and implementing scalable solutions within the ServiceNow platform. I also lead development teams and oversee the successful project delivery process.
- I am responsible for configuring and customizing ServiceNow modules to meet business requirements while maintaining the platform's integrity and best practices.
- Successfully configured seven MID Servers, with two dedicated to integration, event management, and orchestration, one for LDAP integration, and four specifically allocated for Discovery and Service Mapping. These deployments span various locations, even extending to the DMZ Zone.
- Conducted training sessions to empower end-users, minimizing resistance to change and maximizing the impact of ServiceNow solutions (HAM).
- Create a single HR ecosystem by integrating HRSD with both internal and external systems, including payroll, benefits providers, and ERP systems.
- Responsible for various SecOps for Incident Management, Change Management, Service Requests and SLA's.
- Review and improve IT portfolio management procedures on a regular basis. Drive increases in efficacy, productivity, and alignment with changing corporate plans by utilizing SPM insights.
- Keep abreast of regulatory developments and make sure that, in order to maintain compliance, the GRC module and organizational policies are immediately updated.
- Determine, evaluate, and reduce the risks connected to IT initiatives and investments. To include risk management into the portfolio planning and execution procedures, use ServiceNow SPM.
- Expert in implementing agentless workflows, with a focus on ITOM and ITSM; created SNOW solutions that integrate CRM/CSM and optimize JavaScript for improved performance.
- Work together to improve ServiceNow IRM in order to handle changing cybersecurity and IT risks and keep the company ahead of the curve.
- Proficient in utilizing the Service Portal to track user logins and adeptly customizing it through a blend of system properties and script includes. Implemented ServiceNow ITOM/ITSM applications using ITIL V3 services best practice processes, methods, and testing.
- Engaged in ServiceNow development and executed the implementation of ITOM products, including Discovery, Service Mapping, and Event Management. Involved in Onshore and Offshore team coordination for Stand-ups, Grooming, SPM, Retro, and Demos.
- Create and implement SLO frameworks in ServiceNow, making sure they are in line with SLAs and business goals.
- Managed ServiceNow installations using Agile concepts, guaranteeing flexible planning and quick change reaction.
- Seasoned ServiceNow executive skilled in Agile-Scrum ITSM, HR process automation, GRC tool deployment, mobile access enablement for risk management solutions, and ITOM implementations.
- Oversee the ServiceNow platform (SNOW) optimization process, creating bespoke apps and processes to enhance the operations of customer relationship management (CRM) and customer service management (CSM).
- In the HRSD and GRC modules, create and manage comprehensive reports and dashboards that offer insights into HR operations, compliance standing, and risk posture.
- Using PHP, ColdFusion, CSS3, and SQL, design and construct creative web apps with an emphasis on back-end features to maximize SaaS and PaaS offerings within the ServiceNow ecosystem.
- Use the ServiceNow SPM and GRC modules to track project performance, handle risks in-depth, and create personalized dashboards for better visibility and decision-making.
- Work as a principal application developer for ServiceNow, emphasizing the strategic application of web technologies and unwavering innovation to improve operational efficiency and service delivery.
- Create predictive maintenance models in the Field Service Management module by utilising machine learning methods and historical data.
- To encourage creativity, develop a collaborative culture that values team members' ongoing learning and peer code reviews.
- Utilize JavaScript, Agile techniques, API knowledge, and ServiceNow's HRSD and SPM modules to create safe, scalable apps and integrations that improve team development, portfolio management, and healthcare IT.
- Makes use of AngularJS to construct bespoke applications and interactive prototypes inside ServiceNow, resulting in improvements to operational analysis and user experience.
- Within the Automated Test Framework module, create integration frameworks for ATF with third-party testing platforms and tools.
- Push notifications for mobile apps and geolocation-based services should be implemented under the Mobile Solutions module.
- Tailor artificial intelligence-powered chatbots with natural language processing to improve client interaction within the Customer Service Management module.
- Uses strong teamwork, leadership, and communication techniques to offer development and consulting services, coordinating team activities with project goals and guaranteeing open reporting of progress.
- In the Reporting & Analytics module, develop prediction models to estimate resource use and IT service demand.
- Promotes safe and effective ServiceNow solutions, incorporating SSL for secure communications and making use of SACM and AngularJS for improved asset management and interface personalization.
- Takes the lead in utilising ServiceNow's PPM and APM modules to optimize project and application management, promoting operational effectiveness and alignment with corporate objectives.
- Build IT environments that can heal themselves by incorporating automatic rollback and remediation features into the IT Operations Management module.
- Increases operational efficiency and service delivery by utilising ServiceNow's machine learning (ML) capabilities to improve decision-making, automate workflows, and strengthen predictive analytics.
- Lead platform migrations and updates for ITXM, making sure that users in the IT Experience Management module are not too disturbed.

- As an experienced ServiceNow Developer, I use my knowledge of CMDB/ITOM, SAM, and HAM to improve user experience and expedite service delivery. I also specialize in creating unique applications, streamlining workflows, and integrating with external tools like Altiris for seamless IT service management.
- Support ServiceNow upgrades and patches, ensuring system stability and compatibility with new features.
- Collaborate with cross-functional teams to gather requirements and translate them into ServiceNow workflows and applications.
- Stay up-to-date with the latest ServiceNow features and enhancements, recommending and implementing improvements to existing processes.
- Assist with audit preparation and execution. Backup for IRM support of PRC applications.
- Entrusted with the responsibility of maintaining accurate and current records within the system (HP Service Manager, ITAM, ServiceNow).
- Perform data migrations and transformations within ServiceNow to ensure data integrity and smooth data transfers.
- Customize ServiceNow User Interface (UI) using UI Policies, UI Actions, and Client Scripts to enhance user experience.
- Develop and maintain ServiceNow integrations with third-party systems, such as LDAP, CMDB, and Active Directory.
- Conducted Business Service Mapping and facilitated CI Relationship and Dependency Mapping.
- Skillfully designed the layout, CSS, and dynamic content to define the structure of the End User Self-Service Portal.
- Possess extensive expertise in Asset Management Services, Business Services Configuration Items, and the relationships between Configuration items.
- Create and manage ServiceNow reports and dashboards to provide real-time insights and performance metrics to stakeholders.
- Customize ServiceNow Service Portal to provide a user-friendly self-service experience for employees and customers.
- Participate in ServiceNow upgrade projects, ensuring a smooth transition and minimal disruptions to existing functionalities.
- Participated in configuring settings, working with web services, scripting catalog client interactions, utilizing SOAP, and crafting intricate workflows.
- Using REST APIs, SOAP services, and other techniques, ServiceNow was integrated with other systems.
- Use the ServiceNow GRC module to carry out thorough risk assessments and put mitigation plans into action.
- Integrated ServiceNow with LDAP for authentication.
- Create automated incident response processes driven by machine learning (STOM).
- Set up chatbots and other virtual agents for smooth customer service interactions (CSM).
- Skilled ServiceNow professional with experience in HRSD, CMDB/ITOM, and ITSM/ITAM modules. Capable of process building, API integration, and improving Service Portal and ITOM deployments.
- Make sure stakeholders can use risk management tools from anywhere at any time by enabling mobile access to ServiceNow IRM.
- Adapt and set up HRSD apps to company-wide HR guidelines, enhancing workflow effectiveness and worker satisfaction.
- Provided support to colleagues utilizing ITSM tools by offering expertise and assistance as required.
- To ensure dependability and efficiency, use sophisticated JavaScript debugging tools to identify and fix complicated problems with ServiceNow apps.
- Keep abreast of regulatory developments and make sure that, in order to maintain compliance, the GRC module and organizational policies are immediately updated.
- Proficiently engaged in GRC (Governance, Risk, Compliance) processes, encompassing documentation, policy establishment, monitoring, verification, and reporting.
- Integrate automated testing scripts into CI/CD processes by creating reusable test scripts.
- Use sophisticated analytics for trend analysis, such as anomaly identification.
- Specializes in custom ACL design, ServiceNow SPM support, data validation, and integrating healthcare systems with FHIR in ServiceNow.
- Incorporate IoT for predictive maintenance and real-time equipment monitoring (FSM)
- Using AngularJS for the frontend and incorporating AI and ML algorithms to improve user experience and operational efficiency, design, develop, and manage scalable applications.
- Use Continuous Integration (CI) pipelines to automate the deployment and testing of software, guaranteeing the delivery of high-caliber software.
- In order to effectively manage workflow in a fast-paced setting, lead project teams using agile approaches such as Kanban.
- For data protection and application security, implement and maintain security standards like SAML and SSL.
- Conduct in-depth research and analysis on the most recent security techniques to make sure applications adhere to industry and business standards.
- Enable IT operations management (TSOM) through the development and integration of functionality.
- Through survey mechanisms, customize feedback systems to improve the IT user experience (ITXM).

Education: -  
Bachelors in Computer  
Science From: - REVA  
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Passing Year: - 2013