**Syed Shah**

**SR. ServiceNow Developer/Administrator**

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**Status**: US Citizen

**Summary**

* IT Service professional with **5+ years of experience as a ServiceNow** Consultant (ITSM & ITBM) and **3+ years of experience as Business Analyst**.
* HR Service Delivery (HRSD) implementation – HR Profile, Case, and Knowledge Management.
* Experience with configuration and installation of Discovery (ITOM) and MID Server.
* Experience in ServiceNow upgrade, clone activities, code migration, production deployment, and working with HI support.
* 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 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.
* Well-versed in an Agile, Scrum, and SDLC environment.
* PPM (ITBM) implementation experience.
* Sound functional and technical knowledge of the ServiceNow platform as well as experience delivering medium to large-scale ServiceNow implementations.
* Service Portal implementation for IT, HR & Payroll, External vendors.
* Experience in integrations using Web Services (REST/SOAP), Scripted REST APIs, and Data sources.
* 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.
* Building and running automated tests with the Automated Test Framework (ATF).
* Expertise in the creation of Workflows for Service catalog items and custom applications according to new business requirements.
* Working with the customer to gather requirements, provide proof of concepts, groom, and estimate requirements.
* Customized OOB Virtual Agent to client’s specifications.
* Configured and Implemented ServiceNow Virtual Agent to help users quickly obtain information, make decisions, and perform common work tasks based on knowledge articles.

**Skills**

* **ServiceNow Version** - Calgary, Dublin, Eureka, Fuji, Geneva, Helsinki, Jakarta, Kingston, London, Madrid, New York, Orlando, Paris, Quebec, and Rome
* **Languages** - JavaScript, HTML, CSS, Angular JS, Jelly, XML, JSON, Java, SQL, PL/SQL
* **Database** - MySQL, Microsoft SQL Server, Oracle
* **Web service** - SOAP, REST
* **Version Control** - GitHub
* **Tools** - Microsoft Excel, Microsoft Visio, JIRA, Confluence, Pager Duty

**Work History**

**Client: Ryder, Miami, FL   
Duration: Sep 2020 - Present**

**Role: Sr. ServiceNow Developer**

**Responsibilities:**

* Fulfilled ServiceNow enhancements through Ad Hoc requests
* Creating database views to pull reports on variables from different tables
* Integrated ServiceNow with Net Brain to get the list of incidents, problem tickets associated with a Network device using scripted REST API
* Integrated Service Now with eye Share for automatic change creation using the Scripted REST API
* 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
* Work closely with IT business analysts and business teams to determine business requirements and desired functionality.
* Customized and troubleshooting customer-facing portals using Content Management System (CMS)
* Working with dynamic HTML components: AJAX, JavaScript, CSS, XML, HTML and XHTML
* Developed automatic provision of Business Services into CMDB using scripted REST API
* Consolidated complex HR and CMDB ACLs
* Mainly used by Engineering teams across the company
* Supported ServiceNow Orlando to Rome upgrade activities like fixing medium to high priority upgrade skipped records and user acceptance issues
* 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
* Create an order guide for a New Employee Hire
* Configured Service Level Agreements to define certain levels of service from both internal and external providers
* Knowledge v2 to v3 migration
* Integrated ServiceNow with JIRA using the REST API which will create a ticket in JIRA automatically and is a bi-directional flow
* Implemented Project Portfolio Management (PPM) for various organizations (IT, GSO, Finance) across the company using the team space concept (Idea, Demand, Project)
* Schedule, analyze, enhance, and performance tune CMDB, Discovery Configurations

**Client: Auto Club Group, Dearborn, Michigan   
Duration: July 2018 – August 2020**

**Role: Sr. ServiceNow Developer**

**Responsibilities:**

* working on report, dashboard designing using performance analytics
* configure application ui, workflow, and customize ServiceNow applications
* automated various routine service desk tasks which are previously handled through emails or phone calls through service catalog workflows
* create or act on records using inbound email actions and record producers
* migrated to new mobile app from ServiceNow classic mobile app
* handling code migration between dev, qa, uat, and prod instances
* performed Orlando, Paris upgrade activities as a lead resource
* 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
* installed, configured HR profile, case, and knowledge management part of hr service delivery (hrsd) suite
* daily platform administration and support.
* automated various new employee onboarding and offboarding tasks
* mid server installation and maintenance in all environments
* integrated ServiceNow with Microsoft teams and slack using integration hub, flow designer to post messages, incident, change, and problem details
* re-structure discovery schedules to reduce turnaround time to discover ci's
* design and develop custom scoped applications for the ServiceNow platform
* provide support and training to end-users on the functionality so that they can self-serve themselves

**Client: Kyndryl, New York, NY   
Duration: June 2017 – July 2018**

**Role: Sr. ServiceNow Developer**

**Responsibilities:**

* Resolving user access and role issues by checking roles, user, and group tables
* Implemented CMDB which is widely adopted
* Implementation, customization, and maintenance of ITSM modules such as Incident, Change, Problem, Release, Knowledge, Service Catalog, Request
* Created database views by joining two tables for reporting
* 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 record producers to open incidents from the end-user portal
* Troubleshooting of Discovery and MID Servers
* Re-designed and reconciled complicated workflows to simpler forms using workflow editor
* Configured email and push notifications to notify users about specific activities in the system
* Built reports, dashboards, and homepages
* Facilitating roll-out of new applications and modules
* Worked with stakeholders to assess current processes and tools, defined ServiceNow requirements, and developed and configured the ServiceNow platform
* Development of Service Catalog which included creating new catalog items, designing workflows, and execution plans
* Configuring application UI using JavaScript, CSS, HTML, Jelly tags
* Created UI Pages, UI Macros to use them in Service catalog items, UI scripts, and CMS
* Coordinating the instance upgrade and cloning activities
* Implemented ServiceNow Mobile App
* MID server installation and maintenance
* Created various SLAs, OLA's for HR, Incident, and Request
* ServiceNow implementation, development, and support.
* Created functional and technical specification documents for various custom applications and integrations

**Client: Cognizant, Teaneck, NJ   
Duration: March 2016 – May 2017**

**Role: Business Analyst**

**Responsibilities:**

* Collaborated with Cross-Functional teams in Identifying and managing all Up-Stream and Down-Stream Dependencies to align the Deliverables
* 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
* 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.
* Used SQL queries for Inner Join, Outer Join, Left Join and Right Join to filter data within the SQL Server
* Contributed significantly to developing all Business Objects universes in the Medicaid Data Warehouse
* Worked closely with Product Management to define new products for CHIP, Medigap & Medicare Part C
* Participated in JAD sessions and interacted with technical leaders from various departments (Clinical trial, Drug Discovery, and Pharmaceutical Development)
* Testing audit trails to have data integrity and data security in the new Workstation
* Test Data setup for the application using SQL Integration Services
* Involved Designed and managing the internal intranet site (SharePoint), external websites, and hosts
* 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
* 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
* Modified test scripts created by the system test team to meet User Acceptance Testing (UAT) needs

**Client: Navy Federal Credit Union, Vienna, VA   
Duration: Feb 2014 – March 2016**

**Role: Business Analyst**

**Responsibilities:**

* Developed highly complex reports and provided information and data across various divisions
* Identified and researched data issues and highlighted areas for improvement
* Have taken the initiative to drive the report development process
* Worked at conceptual/logical/physical data model level using Erwin according to requirements
* Prepared Data Flow Diagrams using MS Visio to review the current and future business processes
* Reviewed, evaluated, designed, implemented, and maintained reporting to support current business initiatives
* Owned the assigned reports, worked on them, and updated the Report Development Scheduler for status on each report
* Gathered, Documented, and analyzed business requirements from clients and stakeholders
* Developed the required data warehouse model using Star schema for the generalized model
* Responsible for making the report available for scheduling or viewing on-demand
* Provided input into developing and modifying systems to meet client needs and develop business specifications to support these modifications
* Worked on exporting reports in multiple formats including MS Word, Excel, CSV, and PDF
* Developed reporting utilizing Business Objects and SQL stored procedures

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