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**Syed A. Rizvi**

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**Professional Summary**

* A qualified IT Professional with over twelve years of experience, including 10+ years of experience working as a ServiceNow Consultant (Developer, Admin).
* Proficient in estimation Project Planning, and management.
* Have excellent communication and team management skills.
* I can manage (multiple) project tasks with changing priorities & and tight deadlines.
* I have experience implementing Enterprise Applications with each phase of the Software Development Life Cycle (SDLC), including Requirements gathering, Analysis, Design, Reviews, Coding, Unit, and Integration Testing.
* Designed and implemented custom full-stack React/Redux/Express/MongoDB web applications with a focus on performance and scalability.
* Experienced in developing AJAX interfaces with libraries and frameworks Angular JS, React JS, and JQuery.
* Experience with MVC JavaScript Frameworks like Angular.js, Bootstrap.js, and D3.js.
* Experience with MVVM JavaScript Frameworks like Ember.js. JMeter, Linux, Unix
* Extensive experience in implementing designs Patterns Dependency Injection, Data binding, and object-oriented programming.
* Extensive Experience in HR Implementation.
* Experience working in Resource Management Processes specifically working on resource schedules and calendars, resource plans with workflow, and resource consoles.
* I have experience writing/editing web content, technical and user documentation, business process analysis, process flowcharting, and documentation.
* Experience in implementation end-to-end in ITOM, CSM, HR, ITBM, HAM & SAM, ITSM Incident Management, Problem Management, Change Management, Service Catalog, Knowledge Management, CMDB, ESS portal, and Service Portal.
* Configuration and customization of Help Desk, Change/Incident/Problem/Asset Management Modules based on user requirements.
* Experience working in Demand Management Processes, Submitting Ideas, Creating Demands, Adding Details to demands, Assessing Demands, and Completing Demands.
* Experience in SSO (Single Sign-on) Implementation and LDAP Integration with AD.
* I am having a good experience with CMDB and Asset management.
* I have good knowledge of Discovery, MID server architecture, probes, and sensors.
* Experience in migrating configuration between various environments into ServiceNow instances using import sets.
* Defined SLA, OLA, and contract for the customer and configured SLA workflow for the advanced SLA configuration.
* I have implemented a metrics dashboard to gauge project performance against key process indicators (KPIs) and ascertain that ServiceNow with other internal systems for obtaining the order information.
* Experience in PPM (Project Portfolio Management)
* Hands-on experience in developing CMS in ServiceNow.
* Experience in agile and waterfall methodology.
* I was involved in the implementation of ETL processes.
* Performed Automated Testing using UFT, Test Complete, Selenium, and ReadyAPI.
* Designed ATF, Regression Testing, Integration Testing, Functional Testing, Usability Testing, and Database Testing
* A good team player can work independently along with big problem-solving, learning, and communication skills.

**Education**

* Master's in Public Administration

**Certification**

* ServiceNow Certified System Administrator
* ITIL v3 Certified
* Certified ServiceNow Implementation Specialist

**Technical Skills**

* ServiceNow (Istanbul, Helsinki, Geneva, Fuji, Eureka, Dublin, Calgary, Berlin, Quebec, Rome)
* ReactJS
* JSX
* Babel
* JavaScript
* Webservices integrations
* Glide Script
* Jelly Script
* Angular JS, Angular JS2
* ServiceNow Orchestration
* Bootstrap
* Materialize
* Event-Based Integrations, Web services, JDBC, FTP, SFTP, LDAP, & SSO.

**Professional Experience**

**Alldus (People 2.0)**

**Duration: Dec 2022 – Current**

**Position: Lead ServiceNow Consultant**

**Responsibilities:**

* Managed the population of the ServiceNow Configuration Management Database (CMDB) utilizing automated discovery and other data import methods
* Lead instance upgrade activities.
* Created test suites using (ATF) to organize and run tests in batches to reduce upgrade and development time.
* Reviewed failed test results to identify the changes that caused the failure using an automated test framework (ATF).
* Work closely with ServiceNow functional team to build requested items and tasks using workflows to manage processes from the customer to the fulfillment teams

**ITOM Implementation**

* Implemented Service Mapping for Enterprise-critical and business-critical applications.
* Implemented Cloud Based Discovery for multiple clients.
* Implemented Tag-Based Mapping for Different Cloud Platforms like AWS, and Azure.
* Creating Identification rules and Reconciliation rules in Service Now CMDB as per the customer requirement for hardware CIs in ServiceNow.
* Designed and implemented ITIL Process configurations for Discovery processes involving a variety of enterprise and open-source application servers, databases, networks, and operating systems.
* Customization on Patterns to make use of ServiceNow to populate the desired data.

**Engage ESM**

**Duration: Aug 2021 – Dec-2022**

**Position: Lead ServiceNow Consultant**

**Environment:  ServiceNow, Incident Management, ITSM, ITOM, APM, Angular JS Web Services, HTML/DHTML**

**Responsibilities:**

* Implemented a customer portal with a bootstrap theme.
* Implemented an HR portal on the new Service portal (Helsinki)
* Have 2 implementation projects experience of using and developing on CMS
* Implementing Service Request Management from End-to-End including the integrations with other tools and giving support for the whole Service Catalog Application including resolving the incidents and problem tickets on the Service Catalog.
* Development of Service catalog which includes creating new catalog items, designing workflows and execution plans.
* Created functional and technical specifications documents for various Service Now modules
* Implementation, Customization, and Maintenance of ITIL modules such as Incident, Change, Problem, Knowledge, Service Catalog, CMDB, and CMS in Service Now
* Coordinating the instance upgrade activities.
* Involved in cloning activities like raising the request for cloning and excluding some tables that do not come under cloning.
* Worked on change management module by enhancing the tool for the stakeholders and making it easy to understand.
* Worked on CMDB from scratch.
* Worked on domain separation.
* Worked on DISCOVERY and set up mid servers and checked for the connectivity, Became an expert in troubleshooting Discovery tool.
* Configured multiple Catalog Items Front-end web / GUI components using JavaScript, Soap, web services, CSS, and HTML5.
* Use JavaScript to create Business Rules, Client Scripts, UI Policies, and UI Actions.
* Worked on UI Macros to create pages as templates on requirements from the stakeholders
* Configured multiple forms for the Asset module using the Configuration Management Database.
* Resolving typical User access and roles issues by checking the active directory and users table.
* Creating database views to pull the reports on variables that are being used by catalog items.
* Writing Catalog client scripts and UI policies to make client-side changes using Glide/Jelly/JavaScript.
* Experience working in PPM (Project Portfolio Management) created new and managed existing portfolios.
* Creating the UI pages to use them in catalog items, Implemented using UI scripts.
* Creating Knowledge articles to document the steps in creating the catalog items.
* Working on different kinds of variables and variable sets.
* Worked on Geneva, Fuji, Eureka, Dublin, Calgary, and Berlin versions.
* Working on order guides, to arrange them in sequential order to make the user comfortable while raising a request.
* Re-designed workflows using a workflow editor and reconciled complicated workflows to simpler forms.
* Writing a script includes invoking them in reference qualifiers or variable scripting.
* Integrating the Service catalog module with the "Netcool" monitoring tool using Web Services and fixing the issues that come up while the tools interact.
* Involved in preparing Test Plans and Test Cases based on business requirements.
* Executed test cases for functional testing, GUI testing, Security testing, and end-to-end testing.
* Worked closely with Scrum Team BAs to assist in Story Grooming and Story Pointing.

**Wipro – USA**

**Duration: November 2020 – June 2021**

**Position: Lead ServiceNow Consultant**

**Environment:  ServiceNow, Incident Management, ITIL, HTML5, ASP, C/C++, Cold Fusion, ActiveX, VB, Java, Angular JS Web Services, HTML/DHTML**

**Responsibilities:**

* Deploying ITSM processes including conducting needs assessments.
* Responsible for APM (Application Portfolio Management and ATF (Automation Test Framework).
* Requirements gathering and process documentation.
* Develop hypotheses, frame problems, and generate relevant insights based on supporting data.
* Leadership to sponsors/stakeholders in solving business processes and/or technical problems.

**T – Mobile USA**

**Duration: August 2016 – November 2020**

**Position: Lead ServiceNow Consultant**

**Responsibilities:**

* Worked with multiple teams across the company and conducted cross-team analysis.
* Analyzed application requirements and provided the best feasible solutions based on timelines and resources.
* Designed & and developed CMDB (Configuration Management) in ServiceNow based on specific client needs.
* Worked on Business Rules, Client Scripts, and UI Actions for multiple ITIL modules. Ensured consistency across modules for better alignment of requirements.
* Created UI Actions/ UI Policies in customizing forms and buttons.
* Installed MID servers on remote desktop and conducted tests required for Discovery.
* Consistently worked on Customizing and maintaining various ITIL Modules.
* Configured Automated Test Framework to automate testing scenarios of APM.
* Continuously worked on technical implementation of various ServiceNow modules such as Incident Management, Change Management, and Problem Management.
* Worked on Service Catalog, Configuration Management, Reporting, LDAP, Inbound/Outbound emails, and Discovery.
* Used ACLs for controlling the security mechanism in ServiceNow.
* Experience developing custom applications within the ServiceNow platform
* Designed the Content Management System for a Variant system which involved layout, CSS & and service catalog work.
* Assisted with running base network infrastructure (Cat6, fiber optics, and Coaxial cable) throughout multiple buildings, as well as configuring network devices to comply with DOD standards.
* Gather requirements from development leads, GS&S, ITS, and info security team.
* Monitored Incoming Events using Event Binding Rules. Maintained a log of rules.
* Also Used UI Actions and UI Policies for designing extra buttons and field Validations.
* Involved in Incident Reporting and Change reports to track the process of repairs and determine the current quality of the application.
* Managing the PPM (Project Portfolio Management) activities.
* Part of the development team whose responsibility was to implement ServicePortal and Service catalog for HR Services of DOC
* Implemented multi SSO for the different agencies of DOC
* Created Knowledge articles to document the steps in creating the catalog items.
* Worked on the dashboard, and introduced knowledge articles and Customer Service Management.
* Responsible for ensuring that Knowledge Articles are maintained, stable, and available to all clients without interruption during their working hours during the process of upgrades.
* Providing subject matter expertise, acting as technical product advocate, designing, developing, and implementing ITIL processes, ITSM, ITAM, SACM, Knowledge, Demand, and Release Management modules within the ServiceNow platform.
* Worked on ITSM mobile application.
* Customized mobile functions, UI styles, UI policies
* Created applets using the mobile studio in New York.
* Created and modified mobile components using Mobile Studio.
* Enabled users to access specific knowledge features using the portal framework.
* Implemented encryption support for attachments of government forms.
* Complex workflow and catalog forms with enhanced security using ACLs in both front-end and backend
* Lead for reporting requirement which also includes performance analytics.
* Built complex reports using Performance Analytics Custom Widgets and Dashboards
* Implemented CMDB from scratch.
* Created accurate service maps, based on infrastructure information in the ServiceNow Configuration Management Database (CMDB) Create and Manage Access Control Lists (ACL).
* Worked on Service Mapping integrated with the ServiceNow CMDB, populating service maps into the CMDB to create a service-aware single system of record. This in turn enables other ServiceNow applications with information that makes them service aware.
* Created custom complex transform maps to import CIs into CMDB and also created relationships between them.
* Involved in CMDB design implementation including High-Level Design, Detailed Level Design.
* Enhanced the OOTB CMBD Health Dashboard in Performance Analytics.
* Complete service portal new theme development as per client brand colors
* Custom Widget development e.g. scheduling calendar with appointment slot availability validation
* Widget Customization
* 3rd party library (Multiforms, Bootstrap Calendar) integration.
* Custom dashboard page development with custom table Charts and Listing.
* Experience in JIRA integration with ServiceNow through REST API
* Worked on JIRA integration for change management process using Rest web services.
* Integrated JIRA and ServiceNow with Exalate agent.
* Integration between ServiceNow Incident and Jira application for Cloud Platform Engineering project
* Provided support for existing Atlassian environment including Jira administration and development.

**Implemented HR Modules.**

* Employee Case Management - Worked on HR Portals, HR case Customizations, Interview and Recruitment process automation for Talent Management.
* Employee Self-Service – Customized the ESS portal as per the business requirements. Built the service and exposed it to the employee self-service portal.
* Employee Document Management – Uploaded the organization documents to the EDM module of ServiceNow. Configured the retention policy and the security rules using HR criteria for the different types of employees within the organization.
* HR Payroll cases, Employee Relations, HRIT Operations

**ITBM Implementation.**

* Custom Idea Management on Service Portal with different levels of Approvals and then Demand creation.
* Establish custom workflows for overall cost requirements for all demands and projects in portfolios.
* Customize OOTB-approved budget workflow to compare it with the actual amount spent.  
  Configure, Customize, and extend the portfolio workbench on the Service Portal as per Organizational workflow.
* Set up best practice dashboards with actionable data visualizations that help you improve your business processes and practices.
* Worked on assigning users with financial management roles as per organizational structure.
* Created IT shared services to set up the IT shared services segment in the IT chart of accounts.
* Configured financial Management workbench which helped financial administrators with a graphical interface to allocate expenses.
* Activated the Performance Analytics - Content Pack - Financial Management ([com.snc.pa.fm](http://com.snc.pa.fm/)) plugin to activate the financial dashboards that will help the client understand the current trend based on real-time data and make informed decisions that enhance their business performances.
* Customize the OOTB workflow of the timecard to adjust it according to business requirements.  
  Configured scheduled job to generate timecards automatically for project tasks assigned to timecard users.
* Automatically trigger notification to defaulters in case of fulfilling a lesser number of hours allocated.
* Integrate timecard entries to the external timecard tool.

**HAM and SAM implementation**

* Experienced in implementing and configuring ServiceNow's Hardware Asset Management module.
* Strong knowledge of hardware asset management processes, including procurement, receiving, inventory management, and decommissioning.
* Proficient in configuring hardware asset forms, workflows, and reports in ServiceNow.
* Ability to design and implement custom fields and tables to support hardware asset management requirements.
* Experienced in integrating ServiceNow's Hardware Asset Management with other IT systems and tools, such as CMDB, Discovery, and procurement systems.
* Skilled in developing custom scripts and business rules to automate hardware asset management processes.
* Knowledge of ITIL best practices and how they apply to hardware asset management.
* Ability to troubleshoot and resolve hardware asset management-related issues in ServiceNow.
* Strong analytical and problem-solving skills, with the ability to identify and resolve complex hardware asset management challenges.
* Experienced in training and supporting end-users on hardware asset management processes and the use of ServiceNow's Hardware Asset Management module.
* Designed and implemented a HAM solution for an enterprise client, which resulted in a 30% reduction in IT hardware costs and increased compliance with regulatory requirements.
* Developed custom ServiceNow workflows to streamline the HAM and SAM processes for multiple clients, resulting in increased efficiency and cost savings.
* Worked with clients to define SAM policies and procedures, ensuring that they were compliant with licensing agreements and reducing the risk of costly audits and penalties.
* Implemented SAM tools and processes to track and manage software license usage, resulting in significant cost savings for clients through more accurate license management.
* Created reports and dashboards in ServiceNow to provide clients with real-time visibility into their asset inventory, license compliance, and usage, enabling data-driven decision-making and cost optimization.
* Integrated ServiceNow with third-party systems to automate HAM and SAM processes, including asset discovery, inventory management, and license reconciliation.
* Provided training and support to end-users on the use of ServiceNow for HAM and SAM, resulting in increased adoption and user satisfaction.
* Participated in the ServiceNow community by contributing to online forums, attending user groups, and keeping up-to-date with the latest HAM and SAM best practices and industry trends.

**Puget Sound Energy**

**Duration: May 2015 – July 2016**

**Position: Sr. ServiceNow Consultant**

**Environment: ServiceNow Fuji/Geneva, JavaScript, XML, HTML 5, jQuery, SCCM, DISCOVERY.**

**Responsibilities:**

* Created functional and technical specifications documents for various ServiceNow modules. Ensured that the specs captured all details for complete end-to-end processes.
* Built forms from scratch along with advanced customizations at the level of UI Macros/UI pages as per the complex requirements.
* Implementation, Customization, and Maintenance of ITIL modules such as Incident, Change, Problem, Knowledge, Service Catalog, and CMDB in ServiceNow.
* Created Business Rules using server-side scripting (Glide Record, Glide Element, and Glide System).
* Integrated ServiceNow with LDAP for authentication and authorization.
* Worked on Single Sign-on and event-based integrations.
* Worked on integrations with third-party applications like Dyne Trace using Web Services, JDBC.
* Worked on-demand tasks, initial feasibility reviews, cost estimates, and effort estimates, and created a demand manager so he could create demand tasks for assessing the cost associated with a software upgrade and the resources required.
* Development of Service catalog which included creating new catalog items, designing workflows, and execution plans.
* Worked on DISCOVERY and set up mid servers and checked for the connectivity, expertise in troubleshooting Discovery tool.
* Involved in cloning activities like raising the request for cloning and excluding some tables that do not come under cloning. Worked on Fuji to Geneva upgrade issues.
* Involved in migrating code between different environments using update sets.
* Configured multiple Catalog Items Front-end web / GUI components using JavaScript, CSS, and HTML5.
* Configured multiple forms for the Asset module using the Configuration Management Database.
* Work on a demand to assess the feasibility, effort, and cost of the demand and create a business case for approval of the demand.
* Worked on change management module by enhancing the tool for the stakeholders and making it easy to understand.
* Resolved typical User access and roles issues by checking the active directory and users table.
* Scheduled the reports as per the client’s requirement.
* Created database views to pull the reports on variables that are being used by catalog items.
* Wrote Catalog client scripts and UI policies to make client-side changes.
* Created the UI pages to use them in catalog items, implemented using UI scripts.
* Created Knowledge articles to document the steps in creating the catalog items.
* Worked on different kinds of variables and variable sets.
* Worked on order guides, to arrange them in sequential order to make the user comfortable while raising a request.
* Re-designed workflows using a workflow editor and reconciled complicated workflows to simpler forms. Writing a script includes invoking them in reference qualifiers or variable scripting.
* Integrating the Service catalog module with the "Net cool" monitoring tool using Web Services and fixing the issues that come up while the tolls are getting interacted.

**NextGear Capital, Carmel, IN**

**Duration: September 2013 – April 2015**

**Position: ServiceNow Consultant**

**Environment: ServiceNow, Wireshark, Angular JS, ITIL/ITSM, JavaScript, XML, HTML5, CSS, Bootstrap, LDAP Integration, Glide Script, Agile, XHTML, jelly Script and Windows.**

**Responsibilities:**

* Implementation, Customization, and Maintenance of ITIL modules such as Incident, Change, Problem, Knowledge, Service Catalog, and CMDB in ServiceNow.
* Worked on various modules of ServiceNow like Incident management, change management and Problem management, Event Management, Service Catalog, User Administration, Reporting, and Discovery.
* Set up the application: Plan, create stakeholders and assessment categories, and create bubble charts.
* Assess ideas: Review and analyze submitted ideas before promoting ideas to demands.
* Create and add details to the demands: Created demands and added demand tasks, stakeholders, and assessments, and evaluated and qualified demands.
* Worked on Demand Management application or the demand workbench to compare and assess demands, and promote demands to projects, enhancements, changes, or defects.
* Designed Workflow, along with standard Workflow templates which can be reused.
* Created database views to pull the reports on variables that are being used by catalog items.
* Configured multiple forms for the Asset module using the Configuration Management Database.
* Worked with Apache Jelly to create various kinds of UI pages and UI Macro templates.
* Configured multiple Catalog Items Front-end web / GUI components using JavaScript, CSS, and HTML5.
* Experience in configuring Discovery Schedules Working on Discovery set up mid servers and checking for the connectivity.
* Maintained the integrity of the ServiceNow tool across production and non-production environments. Involved in production support for all the ServiceNow-related issues.
* Designed many email templates by using HTML and Jelly scripting and used them in notifications.
* Designed and maintained Service Portal for user access to the Knowledge Base and Service Catalog.
* Involved in Requirements gathering, Designing, Development, and Implementation of CMS.
* Responsible for effectively implementing ServiceNow enterprise-level Applications as per the Business requirements for ITOM/ITSM processes.
* Responsible for building scalable, effective solutions both in ServiceNow and through interfaces to other third-party tools.
* Worked on integrating ServiceNow with external SOAP and REST-based web services.
* Experience installing, configuring, and administration of CMDB.
* Experience in the Implementation of Workflow, Incident Management, Problem and Change Management, and Service catalogs on various business applications.
* Responsible for documenting and maintaining all requirements, implementations, and approved ServiceNow.

**Gaming Art**

**Duration: Feb 2012 – August 2013**

**Position: Sr. BA**

**Responsibilities:**

* Work directly with other product owners, system engineers, program managers, developers, testers, and customers to define features and technical user stories
* Support an Agile Software Development process, working in conjunction with end users/stakeholders and technical delivery team
* Work closely with counterparts in Product Management to align on the vision, program backlog, and roadmap
* Acting as a stakeholder of specific product backlog items, work closely with development teams to ensure the output is aligned with expectations
* Being the voice of the customer and providing a business perspective on value during day-to-day development
* Work with a diverse set of contractor and government personnel to track, manage, and resolve technical issues