

WAHEED MOHAMMAD

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Permanent Resident

PROFESSIONAL SUMMARY: -

- 10 years of experience in IT with over good experience on ServiceNow Development, Maintenance and administration.
- Knowledge in understanding of Information Technology Software Development Life Cycle (SDLC) methodology, project management principles and providing end - to-end ITSM solutions using Service Now.
- An experienced ITSM, CMDB, ITAM, SAM, Integrations and Infrastructure Management Architect with a proven background in project leadership and services delivery for complex enterprise IT asset, software, services, facility, contract management, portal, web and reporting services projects.
- Worked on the creation of service strategy and roadmap development. Identify, design, and develop the capabilities of both the internal and partner teams to implement, optimize and expand the ITOM suite.
- Highly accomplished and focused consultant with broad experience in providing solutions over Service Now Architecture and familiar with Other ITSM applications.
- Strong experience in different Service Now modules such as Infrastructure management, Incident management, Change management, Integrations and Notifications.
- Expertise in debugging and optimizing the performance of Client Scripts, Catalog Client Scripts, UI. scripts and UI Policies.
- Strong knowledge in ServiceNow ITSM, ITOM (Discovery, Service Mapping, Orchestration), HRSD, Asset Management modules wif an end to end implementation experience.
- Worked on ServiceNow ITOM business development, project delivery / implementation, building ServiceNow ITOM practice & competency (Service Mapping, Discovery, CMDB, Event Management), and providing consultancy services to business regarding overall strategic business transformation leveraging ServiceNow.
- Experience in designing, development and implementation of ServiceNow ITSM Platform applications and modules (ex. Incident, Problem, Change, CMDB, Service Catalog, GRC, PPS, Security Vulnerability, Discovery, HR, MID SERVER Facilities, Performance Analytics, various integrations, and various custom applications).
- Created knowledge of ITIL processes such as Change, Incident management, Problem Management, SLA/OLA and Service Request Management.
- Hands-on experience on Governance, Risk and Compliance application (GRC)
- Conceptual and strategically analytical with an ability to understand information system and thoroughly analyze and address business needs.
- Demonstrated Business focus by supporting sales, driving in Key Business Initiatives, heading Capability & Competency center for ITSM, mentoring fellow colleagues. Designing processes for Business / IT areas.
- Automated several processes using Service Now Orchestration.
- Specialize in ServiceNow Governance, Risk, and Compliance (GRC) or ServiceNow SecOps product suite, and support creation of collateral, point of view, and thought leadership across the product suite and functional capabilities.
- Experience in with different modules in ITSM, ITOM, ITBM.
- Leveraged knowledge and experience to deliver end-to-end methodologies within Service Now, which includes architecting technical implementation of HRSD, GRC, SecOps, CSM, and Service Portal organizing and prioritizing development efforts, interfacing with vendors and management, and coordinating efforts of administrators.
- Developing JavaScript and configuring workflows to implement additional features, customizations, and process flow. Experience with Field Service, Orchestration, MID server, Import Sets, Discovery, Service Watch, ITOM, and Performance Analytics. Hands-on experience implementing end-to-end Service Catalog, Incident Management, Portfolio Management, Configuration & Asset Management, Change Management, and Release Management. Broad knowledge of Content Management System. Design and engineer solutions leveraging all appropriate components offered by Service-Now.
- ServiceNow implementation for ITIL processes and for ITSM (Incident, Problem, Change, Release, Asset and Knowledge Management) ITOM (ServiceNow Discovery, Service Mapping, Orchestration, CMDB and event Management).
- Expertise in ServiceNow ITSM, GRC, deployment, installation, and maintenance of software as well as data migration and data management.
- Experience in Vulnerability Response, Qualys Vulnerability Integration plugins for Security Operations. Worked on POC for Edge Encryption enabling for the sec - ops module
- Worked on ServiceNow ITOM business development, project delivery/implementation, building ServiceNow ITOM practice & competency (Service Mapping, Discovery).
- Implementation and custom development of ServiceNow Geneva including data validation scripting, server/client side evidence scripting, Security Operations, and GRC.
- Worked with ServiceNow versions of Fuji, Geneva, Helsinki, Istanbul, Jakarta, Kingston, London and New York with advance Quebec Release.
- Created a customized role with all the required access to the entire application for the admin of GRC.
- Submitted the documentation and trained the GRC users on ServiceNow GRC Application.

- Worked on GRC application (Governance, risk and compliance). Worked on GRC application.
- Implementation and custom development of Service now Geneva including data validation scripting, server/client-side evidence scripting, Security Operations, and GRC.
- Expertise in Design and developing custom applications in ServiceNow and utilize its potential in PaaS (Platform-as-a-Service) and SaaS (Software-as-a-Service).
- Developed and run periodic global "ITSM monthly Performance metrics report" with scheduled reports in ServiceNow and compared with ITSM Scorecard with focus on strategic KPIs.
- Work in an agile-scrum environment where documentation, attention to detail, and team collaboration is required. Significant project management experience and high attention to detail.
- Perform Business Requirements gathering, data validation & data mapping review, Business Process flow, Business Process Modeling.

TECHNICAL SKILLS:

➤ Areas of Expertise: ITIL processes ITSM Tools, Incident Management, Problem Management, Change Management, Asset Management, Knowledge Management, Event Management, Service Level Management, Access Management, Fault and Performance Monitoring
➤ ITIL: ITSM, ITIL, Service Now, CMS, and LDAP
➤ Web Technologies: C, C++, JavaScript, Jelly Scripting, Html5, XML, jQuery, CSS, PHP, Bootstrap,
➤ Database: Teradata, DB2, SQL Server, My SQL, MS Access
➤ Packages/Tools: MS Office Suite, Toad, Putty, Microsoft Visual Studio 2005/2010
➤ Operating Systems: Windows, Linux, Unix
➤ Software Methodologies: Agile, Waterfall model, SDLC
➤ Scripting Libraries: jQuery, Java Script, Apache Jelly, Angular, Knockout

PROFESSIONAL EXPERIENCE

Sr. ServiceNow Consultant

Ascension Healthcare, St. Louis, MO, USA

(May 2021 – Present)

Responsibilities: -

- Implementation and integration of software and processes that enable them to meet their ITIL goals.
- Designed and architected solutions to satisfy business needs of IT Infrastructure and Business Systems teams.
- Responsible for Implementation project management for current and new deployments of a SaaS, PaaS, IaaS ITSM implementation.
- Software customization, workflow automation, data import/synchronization, LDAP Integration, third party software integration, internal and external training, and creating proof of concept trials.
- Managed and lead end to end implementation of ServiceNow ITOM modules, Service mapping, discovery and CMDB.
- Scrum Master for Rapid teams, managing scrum calls and resolving impediments.
- Responsible for the implementation of ServiceNow ITOM suite Asset, CMDB, Discovery, Event Management and Service Mapping.
- Additional core technologies include significant development interaction with Web Technologies (XML, HTML, Java, JAVA Script, Web Services, and SOAP); instrumental in the launch of ITIL core processes and foundation modules: ESM portal, Incident Management, Service Request, Facilities, and Change Management; and the implementation of Single Sign-on using the following methodologies: Digested Token, SAML 1.1, SAML 2.0, and NTLM.
- Worked on various Security Operations (SecOps) modules like Security Incident Response, security operations integrations.
- Roll out / maintain / customize ServiceNow modules: ITSM, ITAM, CMDB, PPM, Discovery, Service Catalog, Project, Portfolio, Orchestration, etc. Effectively prioritize multiple tasks.
- ServiceNow modules/appl. implemented and integrated: Incident, Problem, Change, CMDB, Asset, Software, Discovery, MID Server, Service Catalog, Knowledge, Reports, Security Operations, LDAP, JDBC, SSO, REST API, etc.
- Worked on various Security Operations (SecOps) modules like Security Incident Response, security operations integrations.
- Gathered requirements from stakeholders looking to leverage ITSM, ITAM, CMDB & SAM
- Customized ITSM processes & procedures for Incident, Problem, Change, CMDB, ITAM, SAM & Runbook Automation.
- Developing a detailed Service Now application configuration; utilizing Web Services (REST & SOAP) to integrate with third-party software applications; coordinating on engagement scope, requirements, and SCRUMs in an Agile environment; taking part in team activities; programming in JavaScript, Angular, Bootstrap, AJAX, JSON, Jelly, jQuery, HTML, CSS, and XML.

- Involved in Designing, Development and Implementation of Service Portals for customizing portal Pages using Jelly Script and UI Macros.
- Provide integration guidance on ITAM and CMDB projects for system integration
- Worked on development of Service catalog - catalog items, record producers, requirement fulfillment processes, designing workflows
- Process design of Incident, Change, Problem, Knowledge, Service Catalog, CMDB and Asset Management.
- Good understanding and hands-on experience with Git, Kubernetes, Docker, ServiceNow, GCP, Azure and AWS.
- Used Bootstrap, AngularJS in effective web design
- Integration with third party applications using Web services Integrations (SOAP, REST).
- Specialized in ServiceNow IT Service Management (ITSM), IT Operations Management (ITOM) and IT Business Management (ITBM) applications and provides forms - based workflow application development.
- Involved in Integration with third party tool Altiris, where data is imported to CMDB.
- ITOM, ITSM delivery and support for Multi-Site / Multi threat accounts.
- Developed solutions in the service-now platform that are suitable and ITIL compliant, identify and define business solutions for ITIL users.
- Led research, strategy, development, administration, maintenance, upgrade, knowledge transfer, best-practices and complex gateway development for ITAM, PPM, ITSM & SAM and CMDB with corporate systems
- Served as architectural lead for ITSM and ITAM configuration, testing, and deployment.
- Collaborated with GRC Team on development of GRC solution.
- Implementing, configuring, on boarding and administrating GRC plugins
- Develop Enterprise Mobile and web application development using AngularJS/Twitter Bootstrap and manual testing of web/mobile applications.
- Assisting client implementing the MSP (Managed Service Provider) instance for Service-Now and Domain separation for Service-Now Instances.
- Performs maturity assessments on ITAM and CMDB customer processes.
- Together with an agile team, I designed ITAM solutions, configured the ServiceNow HRSD suite, implemented HRSD roles, COE structure, Services Configuration, and Record Producers, and worked to deliver solutions to business needs for processes across all ServiceNow modules, including ITSM, ITBM, ITOM, HRSD, and more.

ServiceNow Consultant

Suncor, Denver, CO, USA

(Jan 2019 - April 2021)

Responsibilities: -

- Designing solutions to enhance IT service requests in Service Request Management module by developing JavaScript programs and workflows.
- Design and Development of Applications and modules to deliver the client's business requirements.
- Unit testing of deliverables.
- Implementing ServiceNow ITOM product, including Discovery, Service Mapping and Active Directory Password Reset (Orchestration) Applications.
- Timely support to resolve any implementation and performance issues reported on tool.
- Design and Configuration of workflows for multiple type of changes as per the Change Advisory Board requirements as part of the Change Management modules.
- Writing Business Rules, Client scripts, UI Policies and UI Actions to customize the instance as per Business needs
- Configuration of Email Notifications and Alerts to notify users about specific activities in the system
- Developed custom probes and sensors to update the CMDB through ServiceNow Discovery.
- Involved in the initiative for upgrading the ServiceNow from Fuji to Helsinki version and Helsinki to Jakarta version successfully.
- Design, develop and implement the service portal within the ServiceNow HRSD module.
- Participate in the full SDLC Requirements Gathering, Analysis, design, and coding, testing, training and operational support.
- Oversee the performance and execution of multiple HRSD processes within ServiceNow.
- Maintained and configured ITAM hosting environment for reliability, manageability, performance, and security
- Customized and built tools ITSM and ITAM tools based on ITIL planning meeting outcomes
- Interacted directly with database team and SAs on ITAM and SAM application infrastructure related work
- Coordinated activities for ITAM infrastructure setup and configuration and hardware and software asset tracking
- Documented all ITAM related activities and requirements
- Implemented and customized ITAM and DDM solution including: Portfolio, Contract, Finance, ITSM Software Manager and Administration modules
- HRSD - Worked on HR Onboarding/Offboarding by customizing the lifecycle events for a new hire.
- Implemented IT SAM solution with SW licensing, counters and all required reporting
- Implemented Workflows, Actions, Reports, Wizards and Views in ITAM.
- Experience on working with HRSM, CMDB and Discovery tool, Security operations.
- Experience across a wide base of modules within ServiceNow, including from the ITOM and ITBM suites.
- Development and design of self-Service Portal.
- Successfully rolled out Human Resources Service Delivery (HRSD) for HR service centers located around the world.
- Created several workflows for ITSM, Service Catalogs, GRC, Security Operations, Performance Analytics and HRSD.
- Create User Criteria, HR criteria for knowledge base access in HRSD. Worked on HR Templates, HR services in HRSD scoped Application.

- Coordinating if other teams for process compliance, escalations and RCAs, IM, PM, CM implementation, SLAs
- Checking, validating and reporting ticket trends and quality (SLAs, closure, collaboration and communication)
- Generating daily report on the status of tickets and notifying TLs/PMs when tickets have breached SLA
- Creating metrics and maintaining knowledge of applicable service level agreements
- Deliver requirements analysis and scoping estimates for ITSM & PPM implementation utilizing best practices
- Involved in 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 in Service Now.
- Worked on creating and configuring the Applications, Modules, Business Rules, Client Scripts, UI Actions, and UI Macros in Service Now.

Sr. ServiceNow Developer

Delta Airlines, Atlanta, GA, USA

(Oct 2016 – Dec 2018)

Responsibilities:

- worked on the Agile software development methodology, developed and configured business rules, script includes, UI policies, catalog client scripts, client scripts, and scheduled jobs. I developed IT service management applications on the ServiceNow platform to automate daily corporate business processes.
- Provided analysis, design and development of ServiceNow ticketing and incident management systems to support the company's technical operations.
- Provided ServiceNow configuration and customization assistance including workflow administration, report setup, data imports, custom scripting and third-party software integrations.
- Developed UI forms, fields, notifications, SLA workflows and JavaScript server/client code.
- Supported the team responsible for the implementation and administration of the ServiceNow installation, including managing system configurations, gathered and documented user and process requirements, developed workflow customizations, and performed quality assurance testing and user acceptance testing.
- Scheduled Upgrades to all instances of ServiceNow including DEV, QA, PRODUCTION from Jakarta to Kingston Patch 6.
- Create User Criteria, HR criteria for knowledge base access in HRSD. Worked on HR Templates, HR services in HRSD scoped Application.
- Consult auditors and Information Security leaders on all GRC tasks.
- Architected the Pre-and Post-fixes of the Upgrade to recover from the issues raised from before and after upgrade.
- Enhanced the existing LDAP integration and modified business rules.
- Imported Active Directory to Service now using data sources and orchestration. Created Data Sources for various external applications. Used Import sets and Transform maps to import data into Service Now.
- Created various front-end forms.
- Worked on creating Alerts & events in AWS.
- Dynamic web site design and programming using HTML, CSS, JavaScript, jQuery.
- Used JavaScript for appearing another window with control over size, position, and traits of the new window.
- Improved client experience by outlining and making new web segments and components.
- Used Cascading Style Sheet (CSS) in pages to separate presentation from structure to have the capacity to characterize content arrangement, size, outskirts, and numerous other typographic qualities.
- imported Configuration Items (CI) from third party applications using import set tables.
- Created customized and user-friendly widgets so users can access specific platform features using Service Portal.
- Created Service Portals an alternate to CMS using the Angular JS and Bootstrap framework.
- Involved in customization of UI for a knowledgebase.
- Worked on GRC application (Governance, risk and compliance).
- Collaborate with the GRC team on the development of the GRC solution.
- Implementing, configuring, onboarding, and administrating GRC plugins
- Created Service Portal pages for the applications as per business requirements.
- Experience in implementing, configuring, onboarding, and administrating GRC plugins.
- Gathered functional requirements for Service Catalog and converted to technical requirements.
- Performed Integration between Service Watch and ServiceNow CMDB.
- Developed business and application processes and workflows as per ITIL/ITSM framework.
- Technical lead for ITSM tool migrations from Remedy 7.1 to ServiceNow.
- Identifies and Recommends the ITIL v3 methodologies to deliver technical methodologies around the ServiceNow platform

ServiceNow Developer

Standard Chartered Bank, New York, USA

July 2014 – Sep 2016

Responsibilities:

- Implemented, customized, and configured various Service Manager Modules, including Change Request, ESS, Service Desk, Service Catalog, Problem, and SLM. Assisted in the import of configuration and asset data. Worked with process owners and business stakeholders to translate business requirements into functional requirements within Service Now. Created various workflows for Incident Management, Change Management, Service Requests, and SLAs using JavaScript.
- Worked on Integration of ServiceNow with HP Service Management both Incident and Change management modules. Worked on Web Services using SOAP Messages and called third party. Good understanding of WSDL, XML.
- Created several workflows for ITSM, Service Catalogs, GRC, Security Operations, Performance Analytics and HRSD.
- Developed and managed application code, user interface (UI) and third- party integration components.
- Integrated with Active Directory for SSO using SAML 2.0
- Supported the development and maintenance of ITAM operational and financial metrics and Established support models required to achieve them.
- Create User Criteria, HR criteria for knowledge base access in HRSD. Worked on HR Templates, HR services in HRSD scoped Application.
- Created several workflows for ITSM, Service Catalogs, GRC, Security Operations, Performance Analytics and HRSD.
- Experience successfully implementing the ServiceNow HRSD platform and processes leveraging the HRSD framework.
- Very good exposure towards ITOM and ITSM modules, Expertise in implementing agentless work in the enterprise using the ServiceNow Instance.
- Drive the implementation of ServiceNow Discovery (ITOM) including enabling the discovery pre-requisites, discovery issues, security exceptions and ServiceNow CMDB class enhancement to adequately categorize configuration items.
- Created ITAM policies and policy management.
- Customize and maintain ITIL modules such as service catalog, knowledge management incident management, HRSD (knowledge and case management), change management, problem management, CMDB in ServiceNow.
- Participated in discussions with various technical areas to satisfy the technical and business needs for ServiceNow. Currently, SMTP (EMAIL), MID Server, and Web Service are being used by Web service owners, DBAs, and others to establish integration to internal and external systems.
- Implementation, Customization and Maintenance of ITIL modules such as Incident, Change, Problem, Knowledge, Service Catalog, CMDB in Service Now.
- Implemented ServiceNow ITOM/ITSM applications using ITIL V3 services best practice processes, methods, testing.
- Worked on collecting inventory details that are very useful to the service desk which includes information about an end-user's machine using ITAM.
- ServiceNow Development and Implementation of ITOM product such as Discovery, Service Mapping and Event Management.
- As ITSM-ITOM Process Consultant, to align the global Functional and Technical Support Teams and Service Providers onto one IT Operations process framework.
- Align ITSM-ITOM and Business Process Improvement (BPM); identify potential gaps between the process and the capabilities of the teams and tools, provide management sufficient analysis and recommendations to begin the transformation and alignment.
- Configured multiple Catalog Items Front-end web / GUI components using JavaScript, CSS, and HTML.
- Created Buttons and context menus both on form and lists using UI actions.
- Designed many email templates by using html and jelly scripting and used them in notifications.
- Integrated Fire eye tool with Service-Now using Email integration i.e. inbound actions scripting.
- Strong knowledge in ServiceNow ITSM, ITOM (Discovery, Service Mapping, Orchestration), HRSD, Asset Management modules with an end-to-end implementation experience.
- Worked on the integration of ServiceNow with Siebel, integrated Service Catalog and Incident module.
- Used JMS integration to fulfill this requirement, worked on Scheduled Jobs and Mid Server Script Includes to fulfill the requirements.

ServiceNow Business Analyst

University of Maryland, Maryland, USA

(March 2012 – June 2014)

Responsibilities:

- Worked on user stories, user acceptance criteria, functional and configuration specifications, and technical diagrams in ServiceNow. Collaborated with business stakeholders to identify, evaluate, record, and review business requirements. Produced important artifacts to precisely capture problem statements & support technical teams, including but not limited to use cases.
- Participated in end-to-end ServiceNow implementation planning including issue tracking, communication and deployment management for various ITIL processes.
- Worked with key stakeholders to gather & interpret business needs in a software development environment (SDLC) through enhancements intake process.
- Participated in ServiceNow implementation of Incident, Change, Problem Management & Service Catalog.
- Maintained requirements traceability in ServiceNow SDLC module.
- Coordinated relationships business & technical teams to detail user stories (requirements) to be approved for Sprint & Release plans through ServiceNow SDLC.
- Worked with IT Process Owners to manage changing priorities of story backlog.
- Translate business and user requirements in to system requirements for the technology organization and manage changes to the source documents.
- Created use-case scenarios and storyboards in MS Word and MS PowerPoint for better visualization of the application and managed them using Rational Requisite Pro.