

ServiceNow Developer

Professional Summary

- ServiceNow Developer with 8.7 years of IT experience, including 5 years in ServiceNow application development and technical support.
- Experienced in ITSM implementation, customization, migration, testing, production support, service catalog, workflows, SLAs and user administration.
- Strong hands-on skills across Incident, Change, Problem, Knowledge, Service Catalog, ACLs, import sets, update sets and Flow Designer.
- CSA certified with Flow Designer micro-certification; experienced in requirements analysis, documentation, UAT, releases and stakeholder communication.

Core Skills

Area	Capabilities
ServiceNow Platform	ITSM, Service Catalog, Incident, Change, Problem, Knowledge, User Administration, Reporting
Configuration & Scripting	Business Rules, Client Scripts, UI Policies, Data Policies, Script Includes, ACLs
Workflow & Automation	Flow Designer, Request Workflows, SLAs, Record Producers, Order Guides, Notifications
Data & Migration	Import Sets, Transform Maps, Update Sets, CMDB/CI imports, instance migration and cloning support
Delivery Methods	Agile/Scrum, requirements gathering, design, testing, documentation and production support

Professional Experience

Client / Project	Role / Technology	Duration	Key Contribution
Waste Management	ServiceNow Developer	Sep 2023 - Apr 2026	ServiceNow support and development across ITSM requirements, configuration and application maintenance.
Haleon	ServiceNow Developer	Apr 2022 - Aug 2023	Implemented and maintained ITSM modules, SCTask, SLAs, dashboards, ACLs, workflows, Axway integration and San Diego upgrade testing.
LVFS	ServiceNow Developer	Oct 2021 - Feb 2022	Supported production instance, catalog tasks, ITSM modules, Flow Designer customizations, clone activities, QA and UAT.
Indivior	ServiceNow Developer	Aug 2020 - Sep 2021	Customized Incident, Change, Problem, Knowledge and Service Catalog; built workflows, SLAs, notifications, catalog UI policies and data loads.
SGS	ServiceNow Support / Developer	Apr 2019 - Jul 2020	Resolved incidents, maintained business services and CI relationships, developed catalog items, roles, workflows, approvals, import sets and transform maps.

Certifications

- ServiceNow Certified System Administrator (CSA)
- ServiceNow Micro-Certification - Flow Designer

Education

- Master of Engineering (IT)