

John Smith

Email: johnsmith@email.com | Phone: +91-9876543210 | LinkedIn: linkedin.com/in/johnsmith

Career Summary

ServiceNow Developer/Administrator with 5 years of experience in implementing ITSM solutions, customizing workflows, and delivering enterprise automation. Skilled in requirement analysis, development, and client communication with proven success in executing end-to-end ServiceNow projects for global clients.

Technical Skills

ServiceNow Modules:	ITSM, ITOM, CMDB, Service Catalog, Incident, Problem, Change, Knowledge Management
Scripting & Tools:	JavaScript, Glide Scripting, Business Rules, Client Scripts, UI Policies
Integration:	REST, SOAP, LDAP, SSO, API Integrations
Other Tools:	ITIL v4, Agile/Scrum, JIRA, Git, Jenkins
Databases:	MySQL, Oracle

Professional Experience

ServiceNow Developer – Infosys Ltd | Jan 2021 – Present

Client: **Bank of America**

- Implemented ITSM modules including Incident, Problem, and Change management for 50,000+ users.
- Automated workflows and created Service Catalog items for employee services.
- Integrated ServiceNow with external systems via REST and SOAP APIs.
- Delivered custom reports and dashboards for SLA and KPI monitoring.

ServiceNow Administrator – TCS | Jun 2018 – Dec 2020

Client: **Siemens AG**

- Managed daily administration tasks including user management, ACLs, and CMDB updates.
- Configured Knowledge Management and automated change approvals.
- Developed custom client scripts and UI policies for form validation.
- Supported upgrade activities and ensured platform stability.

ServiceNow Consultant – Wipro Technologies | May 2016 – May 2018

Client: **Pfizer**

- Worked on HR Service Delivery module to streamline employee onboarding.
- Created custom applications and catalog items for HR services.
- Configured email notifications, inbound actions, and SLA policies.
- Provided L2/L3 support and resolved platform-related incidents.

Education

Bachelor of Technology (B.Tech) in Information Technology – XYZ University, 2015

Certifications

- ServiceNow Certified System Administrator (CSA)
- ServiceNow Certified Implementation Specialist (CIS – ITSM)
- ITIL v4 Foundation

Strengths

- Strong problem-solving skills
- Excellent client communication and requirement gathering
- Ability to work in Agile/Scrum environment
- Proven track record of successful project delivery