





# ABDULLA KHAN


S E R V I C E N O W   D E V E L O P E R

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 Pune, India

## PROFILE

- Having 3 years of experience in ServiceNow Cloud Platform with hands-on experience in custom application development using various ServiceNow modules such as: ITSM, Integration.
- Eager to contribute to a collaborative team and utilize my skills, learn and grow within a professional environment which provides professional development, interesting experiences, personal growth.

## SKILLS

- HTML
- CSS
- Java
- JavaScript
- Python
- ServiceNow Administration
- ServiceNow Development
- Angular
- GIT & GITHUB
- Data analysis
- Agile
- Scrum

## WORK SUMMARY

- Experienced in ServiceNow Implementation, Administration, Development and Integration.
- Experienced in creating ServiceNow forms, Designing /Configuring Work Flow, Application UI, and customizing applications.
- Designing and implementing new functionalities using Client Scripts, Business Rules, UI Policies, UI scripts, UI Actions, UI Pages, Script Include and Access Control Lists, Service Portal etc.
- Have experience on Rest API integration to integrate ServiceNow systems with other tools.
- Good hands on expertise in implementation of Incident management, Problem management, Change management and Service catalog management.
- Used Import Sets to extract data from various resources.
- Used Update sets to move customization from instance to instance.
- Good knowledge on understanding of ITIL process.
- Experienced on creation of Catalog items, record producers, order guide.
- Working on creation and customization of complex workflows and custom workflow activities.
- Good debugging skills in issue identification and fixing.
- Proficient communication (written, verbal) skills.

## EDUCATION

- **MASTERS IN COMPUTER APPLICATIONS**

PUNE UNIVERSITY

2022-2024

- **BACHELORS IN BUSINESS ADMINISTRATION**

PUNE UNIVERSITY

2018-2021

# PERSONAL PROJECTS:-

## 1. Personal Portfolio website | [Link](#)

### Description :

- Engineered a dynamic e-portfolio platform utilizing HTML, CSS, and JavaScript to prominently feature standout projects, skills, and accomplishments; optimizing user experience and showcasing expertise effectively.

## 2. Irani Cafe Web-App | [Link](#)

### Description :

- Irani Cafe Web-app expands the reach beyond the physical location and enabling customers to order remotely, cafes attracts new customers, encourage repeat business, and increase overall order volumes.
- **Technologies Used** - HTML, CSS, JavaScript, PHP and MySQL.

## 3. Student Exam Management System | [Link](#)

### Description :

- The Student Exam Management System is a Java-based desktop application designed to streamline the examination process in educational institutions and organizations.
- It can be used for educational purpose within institutions as well as for corporate world.
- **Technologies Used** - Java Swing, JDBC, MySQL, Apache NetBeans.

## 4. Guess The Word App | [Link](#)

### Description :

- This Guess the Word App challenges players to guess a secret word by inputting individual letters.
- The game provides feedback on correct and incorrect guesses and keeps track of the remaining guesses.
- **Technologies Used** - HTML, CSS, JavaScript and Angular.

# EXPERIENCE

## SERVICENOW DEVELOPER

March 2021 - Present

- Requirements gathering: Work with business stakeholders and IT teams to understand business requirements and translate them into technical specifications.
- Manage user accounts, roles, and permissions within the ServiceNow platform.
- Create modules, forms, fields, and workflows within applications.
- Develop Service Catalog items, Order guides, Record Producer, Variable Sets, UI Policies, Data policies, UI Actions, ACL's, Client Scripts, Script includes, Business Rules, Transform Maps.
- Create and maintain technical documentation and process map on components.
- Update set capturing and moving customizations to different instances.
- Deploying the developed code to Stage/QA/Production instances using Update sets

# CERTIFICATIONS

- [Front End development HTML5 - Link](#)
- [Front End development CSS3 - Link](#)
- [JavaScript - Link](#)
- [Java Programming - Link](#)
- [Advanced Excel, Power BI and Tableau - Link](#)
- [ChatGPT and Generative AI - Link](#)

# HOBBIES

- Playing Football
- Cycling
- Swimming
- Reading

## PERSONAL INFORMATION:-

- Father's Name : Farookh Mansoor Khan
  - Date of Birth : 08/05/2000
  - Languages Known : English, Hindi, Marathi, Urdu, Arabic.
  - Marital Status : Single
  - Permanent Address : Sanjay Park,Viman Nagar, Pune.
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## DECLARATION:-

I hereby declare that the above-written particulars are true to the best of my knowledge and belief.

DATE:-  
PLACE:- PUNE

**Abdulla Khan**