Shadab Hussain

Sr. ServiceNow Technical Architect with 12 years of experience

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WORK EXPERIENCE

Total Work Experience: 12 years

ServiceNow Development (8 years /2015 Jan to till date): ITSM – IM, PM, KM, CM, SR

ITOM – Mid server, ECC, CMDB, Event Mgmt

ITBM - Performance Analytics, Resource Management

ITAM – Hardware Asset Mgmt

HRSD- HR case & Knowledge management, Onboarding, HR Services, Document Mgmt
Integration – BEM, HPAM, SCCM, Informatica, SOAP, REST, CTI, LDAP, Zoom, Integration Hub, domain separation

Platform - Upgrade, cloning, Scheduled job, Script Include, Client script, Business Rule, UI action, workflow, notifications, Fix scripts, Service Portal, UI page, Scoped app, Instance Health Scan, Predictive Intelligence, Custom Guided Set up, **GitLAB CI/CD** etc

Java J2EE web development (4 years/2011 Jan to 2015 Jan): Core Java, Servlet, JSP, JDBC, Spring Core, Html, JavaScript, CSS, JSON, Interwoven TeamSite content management, XSL and XSLT, Jasper report server

Integration Tool Development: Mule ESB with Servicenow and Java services and AWS(Amazon Web Service), Gitlab ServiceNow P2P integration, AWS S3, Lambda, CloudFormationetc.

TECHNICAL SKILL

- **ITSM Tool:** ServiceNow with Integration module specialty (SOAP and REST), Incident Management, Problem Management, Service Catalog, Transform Map, Business rule, Script include, PA, CMDB, Managed Documents, Knowledge Management, Asset Management, HR case, Domain Separation, etc.
- Companies worked with: Cognizant, TESM, Sabre, Emids, LTI, T-systems
- **Programming Language:** Core Java1.5,1.6, JDBC
- **Database:** Oracle 10g, SQL Server
- **Web Technologies:** HTML, Java Script, J2EE(Servlet, JSP, Filter)with Apache Tomcat Server, Grafana
- **SDLC Methodologies:** Agile with Scrum, Waterfall Models with design documents
- **Domain Experience:** Life Science, Banking and Financial Services, Manufacturing Logistics, Healthcare, Travel domain
- **Tools & IDEs:** MuleSoft ESB, Eclipse, SVN, Interwoven Teamsite,SQL Developer,Putty,WinSCP, Remedy, Visio (UML diagram creation), Clear case, GITHUB
- **Cloud Technologies:** AWS, Lambda, EC2, CloudWatch, S3 etc. (Learner)

QUALIFICATION

- MTech (Software Eng.)

Techno Functional Experience

Tech Lead Experience: 66 months on ServiceNow Integration and IM, CM, SOAP discoveryenhancements, Perspectium, Performance Analytics, domain separation, Custom Guided Setup and ITSM blueprint through accelerator, Scoped Applications etc

Project Management: Effort estimation, Scrum Master, Resource Mgmt, RFP creation,Workshop demo, IP development for ServiceNow practice

Snow Upgrade and Fixes: 5 upgrades with ITSM, ITAM and integration fixes

Domain Experience: Investment Banking, Healthcare, Travel, Life Science, Manufacturing &Logistics

Published Articles

- https://www.linkedin.com/pulse/connecting-servicenow-through-esb-shadab-hussain

- https://www.researchgate.net/publication/343841328_My_Experience_with_COVID-19

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ORGANIZATIONS WORKED WITH

- T-Systems – December 2022 to till date
- LTIMindtree - August 2019 to Nov 2022
- Emids - December 2018 to July 2019
- Sabre – March 2018 to Sep 2018
- TESM- Oct 2016 to Feb 2018
- Cognizant Technology & Solutions - Jan 2011 to August 2016

PROJECT DETAILS

Project 1

Title: ViacomCBS consolidation

Role: Senior ServiceNow architect & offshore lead

Technology: ServiceNow (Paris & Rome version)

Database: CMDB, PIM

Team Size: 23

Duration: 24 months (May 2020 – Till date)

Description: This project is based on ITSM, HRSD,ITAM application maintenance and enhancements onServiceNow platform

Roles & Responsibilities:

- Asset Mgmt, Service Request, Provisioning mechanism, KM, Integration architect
- End to end delivery of SNOW-Rome upgrade and fixes for the entire platform.
- Peer review of code of team members before deployment
- Project Management activities and SCM coordinator for audits.
- HRSD implementation POC at offshore

Project 2

Title: WorldBank HR – Snow Implementation

Role: ServiceNow Senior developer

Technology: ServiceNow, Neocase, Mulesoft ESB 3.9

Database: CMDB

Team Size: 6

Duration: 9 months (August 2019 – April 2020)

Description: This project is based on HR case implementation and integration with other tools with different API i.e. MDM, Neocase, Tivoli, etc.

Roles & Responsibilities:

- Stories development in agile scrum methodology
- User data migration from MDM and HR profile creation
- HR case module implementation

EDUCATIONAL QUALIFICATION

- **MTech (Software Eng.) - BITS Pilani (*251 ranked in world's top 300 universities*) /6.98 CPA /2016**
- **B.E.(IT) - Chhattisgarh Swami Vivekananda Technical University /7.73 CPI/2010**
- **12th - CG Board/ 70.4%/2010**
- **10th - CG Board/88.5%/2006**

CERTIFICATION

- OCJP 1.6 (passed in 2012 No Expiry)
- ServiceNow Admin (Rome delta) - Updated
- ServiceNow Implementation Specialist (2018)
- ServiceNow CIS- Discovery Rome (2021 December)
- ServiceNow Agile Development and Test 2.0 – Micro certification (December 2021)
- ITIL Foundation V3 (passed in 2016-No expiry)
- Life Science Domain: L0 certification
- ITIL Foundation V4: LTI third party Learning (passed in 2020 No Expiry)

PERSONAL SKILLS

- Positive attitude and Enthusiastic at work
- Exploring anything and willingness to learn
- In depth analysis and learning on grass roots.
- Excellent Team leading & Building capability
- Ability to work for long hours
- Project Management

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- Mentoring team and train them on ITSM, KM, Document Mgmt
- Develop API and deployment in Mulesoft ESB and integrate with Tivoli and SharePoint through REST in ServiceNow

PROJECT 3

Title: Aetna CVS Snow Development & Support

Role: ServiceNow architect & Team Lead

Technology: ServiceNow (Madrid & London), Numerify, Perspectium

Database: CMDB

Team Size: 8

Duration: 8 months (December 2018- July 2019)

Description: This Application is based on ITSM application maintenance and enhancements on ServiceNow platform. Custom app development and custom guided setup development.

Roles & Responsibilities:

- Work on enhancement tickets logged in JIRA
- Monitor team of Application Support and Enhancement
- Peer review of code before deployment
- Custom application development for Payer tower (Healthcare industry) as per US regulations and enhance the product on ServiceNow as per US client's requirements and process

PROJECT 4

Title: Sabre Service Health Portal

Role: Web Developer

Technology: Node.js, AWS Lambda, ServiceNow, Grafana, Influx DB, Python

Database: CMDB, Maria DB

Team Size: 6

Duration: 6 months (March 2018- Sep 2018)

Description: This Application is based on event management and their collection from different monitoring sources and storing them in time series database InfluxDB. Based on KPI and metrics there are multiple dashboards built in Grafana and ServiceNow dashboards to monitor health checks for travel network applications and corrective measures in case of failing metrics or unhealthy services.

Roles & Responsibilities:

- Grafana dashboard preparation and Grafana configuration
- AWS CloudFormation creation through JSON

ACHIEVEMENTS

- Got Extra mile award for leading team and delivering complex solutions in ServiceNow in2021
- Got Extra mile award for cross-skilling i.e. Mulesoft deployment in 2020
- Got spot award for star performer in April 2016
- Being a part of the runner-up cricket team in account level tournament (MPL) in 2013
- Part of the team for Innovation Value Adds and Business Benefit which was published inApril 2012.
- Crowned as "Champion of the Week" in 2011 during the ABC training program.
- Winning 1st prize in a painting competition in college in 2009.
- Took part in dance at the annual bash in 2008.
- Winning 1st prize in debate competition in 12th class in 2006.
- Getting 1st rank in G.K. competition in 11th class in 2005.
- Getting 1st rank in G.K. competition in 8th class in 2002 and so on.

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- Grafana dashboard preparation and Grafana configuration
- AWS CloudFormation creation through JSON
- HI chart metric preparation through AWS lambda and Node.js
- Python script modification for administrative configuration.
- Ansible script creation for automated configuration management.

PROJECT 5

Title: KBR

Role: ServiceNow developer & Team Lead

Technology: Node.js, AWS Lambda, ServiceNow, Grafana, Influx DB, Python

Database: CMDB

Team Size: 4

Duration: 18 months (Oct 2016- March 2018)

Description: This Application is based on ITSM and provides ITSM solution in terms of Hardware Asset Management, Service Mapping, CMDB, Performance Analytics, Event Management, etc.

Roles & Responsibilities:

- Requirement gathering and implementation through Update Set, Script Include, Business Rule, Client Script, Data dictionary, etc.
- Design Document creation and Unit test case preparation for user stories.
- Peer review of code and CMDB manual Maps.
- Indicator creation based on requirements for Performance Analytics
- Dashboard creation for CIO and Senior Management in organization
- Manual BSM map and CMDB management for Business Services
- Service Mapping for Vertical discovery for Cis and Business Service
- Identification of Business Services and CI(s)
- Performance Analytics: Notification for CIO and specific group

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PROJECT 6

Title: Credit Suisse Enhancement

Role: ServiceNow developer

Technology: ServiceNow Dublin

Development Tool: ServiceNow PAAS

Database: CMDB

Team Size: 11

Duration: 16 months (Jan 2015 – April 2016)

Description: This Application is based on ITSM and provides ITSM solution in terms of Incident, Problem, Change, Service Offering, Service Catalog, Release Management etc.

Roles & Responsibilities:

- Integration with different tools like Maximo, HP, HPAM, Swisscom, DSPM, Fujitsu, Avaya, and Myaccess with SOAP call and web services development.
- Incident Resolving on Integration module and enhancement as per requirements.
- Direct and scripted web services code change.
- SOAP discovery with mid-server and ECC queue.
- Working with snow for performance optimization for different integrations on Platform implementation.
- Working with API owners in sprints for enhancement of APIs (Avaya and Ayehu server integration)

PROJECT 7

Title: Credit Suisse FUIJI Upgrade

Role: ServiceNow developer

Technology: ServiceNow FUJI

Development Tool: ServiceNow PAAS

Database: CMDB

Team Size: 6

Duration: 4 months (May 2016- Aug 2016)

Description: Existing instance is going to be migrated in FUJI which was in Dublin.

Roles & Responsibilities:

- Defect fixing of FUJI on the platform and functional level and code refactoring.
- Code change in Workflow and Catalog Client script as per requirement
- Orchestration code changes and validation.
- Integration testing.

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PROJECT 8

Title: Divers Functional Release

Role: Java developer

Technology: Java 1.6, Swing, Hibernate

Development Tool: Eclipse, SVN

Database: DB2

Team Size: 5

Duration: 12 months (Jan 2014 – Dec 2014)

Description: This Application is used to provide facilitate sales representative of selling Daimler cars as per their contract renewal and policies.

Roles & Responsibilities:

- Coding as per requirement.
- Design document creation.
- Unit testing.
- SCM coordinator and Defect Prevention Manager
- Facing Process Audits in waterfall SDLC.

PROJECT 9

Title: ITG Tool & Driver (CBOE)

Role: Java developer

Technology: Java, CORBA, Unix, IDL, IIOP, FIX

Development Tool: Eclipse, Putty, Clear Case, WinSCP

Database: CMDB

Team Size: 5

Duration: 2 months (Aug 2013- Sep 2013)

Description: This Application is used to simulate the actual trading process in the market. Every Market scenario is written in csv format and executed through Java. Trading happens in different business clusters through the distributed system with CORBA calls.

Roles & Responsibilities:

- Test scripts by writing Java events
- Coding to support business scenarios.
- Cluster monitoring through Unix.
- Bug fixing and Issue resolving through debugging on eclipse.
- Handling process audits and maintaining Metrics on monthly basis.

PROJECT 10

Title: Foundation Framework (CBOE)

Role: Java developer

Technology: Java 1.6, CORBA, Unix, IDL, Shell scripting, FIX protocol

Development Tool: Eclipse, Putty, Clear Case tool, WnScp

Database: Oracle 10g

Team Size: 5

Duration: 6 months (Jul 2013- Dec 2013)

Description: This Application is used to provide services to Trade Servers where actual

trading occurs. There is a different session that uses CORBA services and channels for trading.

Roles & Responsibilities:

- Coding to support CORBA and other services on servers.
- Design document creation in UML as per code changes.
- Patch creation and put the server's location.
- Coordination with onsite counterparts.
- Facing Process Audits in iterative SDLC front

PROJECT 11

Title: USHH_OnemerckDBServices

Role: Java developer

Technology: Java-J2EE, JSP, XML, Spring, Cocoon with XSLT

Development Tool: Eclipse, Spring Tool Suite, Interwoven TeamSite

Database: Oracle 10g, LDAP

Application Server: Apache Tomcat

Team Size: 4

Duration: 2 months (May 2013- Jun 2013)

Description: This Application is a new enhancement of GHH site builder application. Its
 purpose is to develop a new portal that let users log in to corporate websites through web
services.

Roles & Responsibilities:

- DB changes for licensed users and registers them in LDAP.
- Coding in core functionalities as per business requirements.
- Client communication.
- Worked as Tech Analyst to felicitate clients for successful migration of the existing system
  to a new system.

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PROJECT 12

Title: Merck GHH Site builder Remediation

Role: Web developer & security provider

Technology: Java-J2EE (Html, JavaScript, Filter, Servlet, OWASP API, JSP, Cocoon framework)

Development Tool: Eclipse, Putty, Clear Case tool, WnScp

Database: Oracle 10g

Application Server: Apache Tomcat

Web Development Tool: Interwoven TeamSite, Eclipse

Methodology: Agile with Scrum

Team Size: 5

Duration: 1.5 months (May 2012 – Jul 2012)

Description: Site builder is a legacy Content Management System which hosts 800+ websites for classified in the Country site and Product Sites in local languages around the

globe such as Latin-American, Europe, Asia Pacific, etc. Websites are Static as well as dynamicin nature. During the run of the Site builder Application, there were a few threats detected insite builder sites specially XSS and SQL injection. With the help of the ESAPI client's API and

filter, code was developed to remove these vulnerabilities.

Roles & Responsibilities:

- Analyze the feasibility of providing a security solution without altering the existing architecture and business logic Content changes and deployment as per businessrequirement.
- Adhere to Agile methodology with Scrum for the delivery solution.
- Maintaining Scrum Meetings on daily basis.
- Coding of Requirements and performing the task within the defined sprint
- Creating/maintaining and handling the project documents in SharePoint.

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PROJECT 13

Title: Merck GHH Site builder

Role: Java developer

Technology: Core Java. J2EE (Html, JavaScript, Servlet, JDBC, Cocoon framework, XSLT)

Database: Oracle 10g

Application Server: Apache Tomcat

Web Development Tool Interwoven Teamsite, TMCG2(TeamSite console management)

Team Size: 4

Duration: 2 months (May 2013- Jun 2013)

Team Size: 3

Duration: 2 years (Jan 2011- April 2013)

Description: This Application is used to manage the Client's (Merck) 800+ website.

Roles & Responsibilities:

- Point of contact offshore
- Content changes and deployment as per business requirement.
- Database changes for user registration as per their license.
- Minor enhancement of existing websites.
- Client communication
- Issue Resolving & Bug Fixing
- Request Tracking
- Sites hosting and retirements and upload archives in TeamSite shared path.