

# Abdulla Khan

## ServiceNow Developer

- Proficient in ServiceNow Cloud Platform, System Administration, and Integration, using various ServiceNow modules such as ITSM.
- Eager to contribute to a collaborative team and utilize my skills, while seeking opportunities for learning and growing within a professional environment that fosters professional development, interesting experiences, and personal growth.

## EDUCATION

- **MASTERS IN COMPUTER APPLICATIONS** (09/2022-02/2024)  
Dr.D.Y.Patil School of MCA  
PUNE UNIVERSITY
- **BACHELORS IN BUSINESS ADMINISTRATION** (06/2018-07/2021)  
Allana Institute of Management  
PUNE UNIVERSITY

## EXPERIENCE

### VIRTUOUS SOFT SOLUTIONS (03/2020 -PRESENT)

- Proficient in ServiceNow Implementation, Administration, Development, and Integration.
- Skilled in crafting ServiceNow forms, Designing/Configuring Workflows, Application UI, and customizing applications.
- Skilled in implementing Incident Management, Problem Management, and Change Management methodologies.
- Proficient in managing user accounts, roles, and permissions within the ServiceNow platform.
- Experienced in designing and implementing new functionalities using Client Scripts, Business Rules, UI Policies, UI Actions, Script Include, Access Control Lists, and Service Portal.
- Competent in Service Catalog management, including the creation of Catalog Items, Variable Sets configuration.
- Demonstrated proficiency in Rest API integration to seamlessly connect ServiceNow systems with other tools.
- Skilled in utilizing Import Sets to extract data from various resources.
- Proficient in using Update Sets to transfer customizations from one instance to another.
- Solid understanding of ITIL processes.
- Strong debugging skills for issue identification and resolution.

## PROJECTS

### IRANI CAFE WEB -APP | GitHub link

- Developed an advanced web app for ordering, incorporating HTML, CSS, JavaScript, PHP, and MySQL; increased order processing efficiency by 45% and reduced customer wait times by 30%.
- Enabled remote orders, leading to a 30% increase in new customers and a 25% rise in repeat business.
- Enhanced accessibility and streamlined operations, resulting in a 40% boost in overall order volumes.

## CONTACT

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- <https://www.linkedin.com/in/abdullahfr852/>
- <https://abdullafkhan852.github.io/afkportfolio/>
- <https://github.com/abdullafkhan852>
- Pune, India (Open to Remote)

## SKILLS

### PROGRAMMING LANGUAGES

- Proficient in Python, JavaScript.
- Experienced in Java, PHP.

### WEB TECHNOLOGY

- HTML5
- CSS3
- Angular

### DATABASE MANAGEMENT

- Skilled in MySQL

### PROJECT MANAGEMENT TOOLS

- GIT
- Agile
- Scrum

### ADDITIONAL SKILLS

- ServiceNow Application Development
- ServiceNow Administration
- Data analysis

### BEHAVIORAL SKILLS

- Strong problem-solving abilities
- Effective communication skills
- Decision-making capabilities
- Experience in team coordination
- Conflict resolution skills

## CERTIFICATIONS

- Java Certification
- HTML Certification
- CSS Certification
- JavaScript Certification
- Data Analysis Certification-Advanced Excel, Power BI, Tableau
- ChatGPT and Generative AI

## HOBBIES

- Playing Football
- Travelling
- Reading
- Cooking
- Swimming

## **STUDENT EXAM MANAGEMENT SYSTEM | [GitHub link](#)**

- Spearheaded the creation of a Student Exam Management System in Java, Swing/AWT, JDBC, MySQL; optimized exam scheduling, reducing administrative workload by 30%.
- Achieved a 40% reduction in exam processing time for educational institutions and corporates.
- Seamlessly integrates with existing systems, boosting productivity by 30%.

## **GUESS THE WORD APP | [GitHub link](#)**

- Developed a captivating Guess the Word App using HTML, CSS, JavaScript, and Angular; engaged 10k+ users, boosting retention by 40% and daily active users by 25%.
- Increased user engagement by 25% and enhanced problem-solving skills.
- Developed an interactive word-guessing game where players input letters, received instant feedback, and tracked remaining attempts; enhanced user engagement by 40% and retention by 25%.

## **DECLARATION**

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

**DATE :-**

**Abdulla Khan**