Sartaj Ahmad Mir

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Application Developer – ServiceNow | CSA & CAD Certified

ServiceNow Application Developer (CSA & CAD Certified) with hands-on experience in ServiceNow tool implementation, module customization, and scripting using JavaScript. Proficient in applying code-level changes within the NOW platform to deliver high-quality solutions across ITSM, CMDB, and Change Management. Demonstrated ability to implement and customize ServiceNow modules to ensure seamless integration with existing systems and processes — including a CMDB Operational Trust Framework that integrates CI confidence scoring directly into Change Request workflows to support data-driven decisions and reduce outage risk.

Core Skills

- **ServiceNow Module Knowledge:** ITSM (Incident, Change, Problem, Request), CMDB, Application Development, Service Catalog, Flow Designer, Workflow Editor
- **Scripting & Code-Level Development:** JavaScript (ES6+), Business Rules, Client Scripts, Script Includes, UI Policies, UI Actions, GlideRecord, GlideSystem, GlideAjax
- **Low-Code / No-Code (NOW Platform):** Flow Designer, Workflow Editor, Service Catalog Builder, Update Sets, Studio IDE, Import Sets
- **Technical Skills:** HTML5, CSS3, React.js, REST API, JSON, Web Services, Performance Analytics, Dashboards
- **Certifications:** ServiceNow Certified System Administrator (CSA), ServiceNow Certified Application Developer (CAD)
- **Methodologies:** Agile / Scrum, IT Service Management (ITSM), CMDB Data Governance, Audit Logging

Professional Experience

ServiceNow Application Developer Intern | EnableNow Technology Solutions Feb 2026 – Present

- Provide development and maintenance support for ServiceNow tool implementation and customization, applying code-level changes to deliver high-quality solutions that meet business requirements.
- Implement and customize ServiceNow modules including ITSM, CMDB, and Service Catalog to ensure seamless integration with existing enterprise systems and processes.
- Utilize JavaScript scripting — Business Rules, Client Scripts, and Script Includes — to develop and customize ServiceNow modules and automate platform workflows.
- Leverage the NOW platform's low-code/no-code capabilities via Flow Designer and Workflow Editor to rapidly design and deliver customized solutions.
- Deploy changes across environments using Update Sets, conducting unit testing and peer code reviews to ensure platform stability and release quality.

ServiceNow Application Developer Intern | LeLafe IT Solutions Sep 2025 – Feb 2026

- Implemented and customized ServiceNow modules including Incident, Change, and Problem Management, applying scripting languages and code-level changes to meet specific business requirements.
- Designed and developed Service Catalog items and Record Producers using the NOW platform, delivering low-code solutions that streamlined service request intake processes.
- Applied JavaScript scripting to develop and customize ServiceNow modules and generate customized reports that provided real-time operational visibility to IT management.
- Created and maintained ACLs to enforce role-based security across ServiceNow tables, ensuring data integrity and compliance across integrated systems.
- Supported REST API-based integrations to connect ServiceNow with third-party tools, enabling seamless cross-platform data flow.

Key Project

CMDB Operational Trust Framework | ServiceNow Application Development

- Designed and developed a custom ServiceNow application using the NOW platform that integrates CI-level confidence scores directly into the Change Request module, enabling data-driven decision-making at the point of change approval.
- Applied code-level changes using Business Rules and Script Includes to build a per-CI scoring engine that evaluates CMDB data quality across discovery source, relationship completeness, and last update recency — producing a quantifiable trust score per CI.
- Customized Change Request forms to surface CI trust scores natively within the module, allowing change managers to assess CI reliability without leaving the workflow and reducing decision time and human error.
- Reduced outage risk by implementing automated flagging logic for Change Requests referencing low-confidence CIs, preventing risky changes from reaching approval without prior remediation.
- Built an automated remediation feature using Flow Designer that triggers corrective workflows when a CI falls below the defined trust threshold, reducing manual intervention and accelerating data quality recovery.
- Implemented a comprehensive audit log to capture all scoring events, remediation actions, and CI attribute changes, providing full traceability for compliance, post-incident review, and CMDB governance reporting.

Certifications

- ServiceNow Certified System Administrator (CSA), ServiceNow (2024)
- ServiceNow Certified Application Developer (CAD), ServiceNow (2024)

Education

B.Tech, Computer Science & Engineering, Guru Jambheshwar University of Science and Technology, Hisar (2020 – 2024).