

Aisha Patel

aisha.patel@example.com • (555) 123-4567 • San Francisco, CA • linkedin.com/in/aishapatel

SUMMARY

Detail-oriented ServiceNow Developer with over 5 years of experience in designing, developing, and implementing ServiceNow solutions. Strong expertise in ITSM, custom application development, and integration, driving efficiency and enhancing user experience.

EXPERIENCE

ServiceNow Developer

Jan 2022 - Present

Tech Solutions Inc., San Francisco, CA

- Developed and implemented a custom Incident Management application, reducing incident resolution time by 30%.
- Automated reporting processes that decreased manual effort by 50 hours per month, saving approximately \$15,000 annually.
- Collaborated with cross-functional teams to integrate ServiceNow with external systems using REST and SOAP web services.

Junior ServiceNow Developer

Jun 2019 - Dec 2021

Global Tech Solutions, New York, NY

- Assisted in the development of Service Catalog items, increasing service request fulfillment efficiency by 40%.
- Contributed to a major upgrade of the ServiceNow platform that improved overall system performance by 25%.
- Implemented user training sessions that enhanced user adoption rates by 20%.

IT Support Specialist

May 2018 - May 2019

Innovatech, Austin, TX

- Provided support for ServiceNow functionalities, achieving a 95% satisfaction rate in user feedback.
- Documented and streamlined troubleshooting processes, reducing average resolution time by 15%.

EDUCATION

Bachelor of Science in Computer Science

May 2018

University of California, Berkeley, Berkeley, CA • GPA: 3.7

SKILLS

Technical Skills: ServiceNow Development, JavaScript, HTML/CSS, AngularJS

Tools & Frameworks: ServiceNow Platform, JIRA, Git