Oswin Bakshi-Thorvald

ServiceNow Developer, ITSM and Service Catalog

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SUMMARY

ServiceNow developer with 5 years building on ITSM, the service catalog and integrations for instances of up to 18,000 users. Replaced 40 legacy client scripts with UI policies and a scoped app, rebuilt onboarding requests in Flow Designer and kept the last 4 family upgrades free of skipped records. Certified Application Developer and Certified System Administrator.

EXPERIENCE

ServiceNow Developer — Palisade Ridge Utilities

Charlotte, NC · Mar 2022 – Present

- Rebuilt the new-hire onboarding request as 1 Flow Designer flow with 9 catalog tasks, cutting average fulfilment from 6 working days to 2 for about 120 hires a month.
- Replaced 40 legacy client scripts and global business rules with UI policies and a scoped application, reducing form load time on incidents by roughly 1.5 seconds.
- Built an IntegrationHub spoke to the HR system that creates and closes user records nightly for 18,000 employees, ending 300 manual account tickets a quarter.
- Cleared customizations ahead of 4 family upgrades, bringing skipped records from 210 to under 15 and finishing each upgrade inside a 3-week window.

Associate ServiceNow Developer — Northgable Digital Partners

Raleigh, NC · Jun 2019 – Feb 2022

- Delivered ITSM, catalog and Service Portal work on 7 client instances in healthcare, retail and local government.
- Wrote a scripted REST API that let a client's monitoring tool open and update incidents, handling about 2,500 events a day with deduplication.
- Built 26 catalog items with variable sets and approval rules, replacing email request forms for a 4,000-person hospital group.
- Wrote 60 Automated Test Framework tests for incident and change, catching 9 regressions before client upgrades.

SKILLS

Scripting: JavaScript, Glide APIs, business rules, script includes, client scripts, UI policies

Platform: ITSM (incident, problem, change), service catalog, Flow Designer, Service Portal, CMDB basics

Interfaces: Scripted REST APIs, IntegrationHub, MID Server, import sets and transform maps

Delivery: Update sets, scoped apps, Automated Test Framework, instance upgrades, Git source control

CERTIFICATIONS

ServiceNow Certified Application Developer, 2022

ServiceNow Certified System Administrator, 2020

EDUCATION

B.S. Information Systems, University of North Carolina at Charlotte, 2019

Fictional example by FindAJobAI: the person, employers and numbers are invented.