

# SERVICENOW CONSULTANT/DEVELOPPER

**Location :**  
Casablanca, Morocco

**Contact :**  
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## Professional experiences

### ServiceNow Developer:

Company: Source Now (Morocco) - Freelance *Depuis 01/2021*

*Clients: Canal Plus, TRIVIUM*

- **Responsible for the daily management of the platform :** Incident Management, Change Implementation
- **Creation of workflows for items of the service catalog.**
- **Configurations and Scripting:** business rules, client scripts, UI policies, script includes...
- **Creation of forms with advanced customizations at the UI macro level**
- **Mobile development:** Push Notifications creation, Forms and filters customizations, Applets creation
- **Notifications, Email and Events configurations**
- **Data Importation with import set and transform maps**

Company: YAWIZE S.A.R.L (Senegal) *02/09/2019 – 10/07/2020*

*Client: Desjardins Group, ORPEA, ISPA*

- **Creation of Service Catalogs, Catalog items and Record producers;**
- **Configurations and Scripting:** business rules, client scripts, UI policies, script includes...
- **Process automation with workflows;**
- **User administration and Security;**
- **Data Importation with import set and transform maps**

### **IT Management:**

Company: SAFAMIS Group(Niger) *15/10/2020 - 30/07/2021*

- Pilotage d'un projet de développement d'une application mobile.
- Résolution des problèmes matériels et logiciels
- Suivi des performances des systèmes informatiques

## Certifications

ServiceNow:  
Certified System Admin

PMI:  
Certified Associate in  
Project Management

## Languages

Français ●●●●●●●●

English ●●●●●●●●

## Education:

**Licence en Telecoms et Services Reseaux** - Ecole Supérieure Multinationale des Télécommunications (ESMT), Dakar, Sénégal  
*09/2016 – 08/2017*

**Bachelor in Actuarial Sciences** – Université du Québec à Montréal (UQAM), Dakar, Sénégal *01/2010 - 07/2014*

## Technical skills

**Programming:** java, Javascript, C#, SQL, PHP

**Servicenow:** ITSM, CSM, ITOM, Configuration, scripting

**Database management:** SQL, NoSQL

**Data analysis:** Statistics, calculus

**Troubleshooting:** Problem solving, Compétences analytiques