

# Abi Shogbonyo

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## PROFESSIONAL SUMMARY

A ServiceNow ITSM Developer with ServiceNow SAMPRO application capabilities, knowledge of configuration options, and the available plugins.

A reliable and collaborative team member, looking for an opportunity to develop my management skills further.

Flexible and versatile Business Analyst specialising in developing innovative solutions for organisational problems.

Advanced knowledge of [Flexera](#) software.

## EXPERIENCE

### Deutsche Bank - ServiceNow Developer

London

03/2021 - Current

- Implemented the ServiceNow platform capabilities, specifically the ITSM and ITAM modules, including form configuration, workflows/administration, reporting, data imports, custom scripting (Javascript) and third-party software integrations( APIs). Business rules, Client Scripts, Workflow scripting.
- Conducted quality testing on projects and issues according to strict processes and timescales.
- As a Business Analyst, I translated business requirements into higher-level conceptual design to meet programme performance, usability, scalability and functional requirements.
- Improved process automation end-user knowledge, producing documentation on protocols, system modifications, and programming flows.
- Responsible for the overall requirements, including drafting technically focused user stories, acceptance criteria, testing strategy, and knowledge transfer.
- Identify potential "problem" areas within customer ServiceNow environments and advise problem resolution.

### BP - ServiceNow Developer

London

10/2019 - 02/2020

- Applied expert ServiceNow SAMPRO knowledge for daily completion of tasks and streamlining workflows.
- Ensured software licenses used in the organization were compliant based on the number of rights purchased and the number of installations.
- Created software models for all of the software the organization intended to monitor.
- Streamlined acquisition of reporting requirements and

## CORE SKILLS

- ServiceNow Developer (ITSM/ITAM)
  - Configuring Tables, Lists, Forms, Business Rules, Client scripts, Workflow scripting and APIs
- ServiceNow (Portal development)
- Infrastructure and EUC inventory skills
- Business processes, Problem Solving skills
- Excellent communication skills (both written and verbal) with strong presentation facilitation skills (Visio, Word, PowerPoint, Excel,
- Senior Business Analyst, Experience working with Jira and Confluence
- Experience in Stakeholder relations
- Software Licensing experience( IBM, Microsoft, Oracle, VMware)
- Vendor Management skills
- Experience of working in an agile work environment
- Knowledge of SaaS / Cloud Technologies
- Flexera

## WEBSITES, PORTFOLIOS, PROFILES

- [www.shogbonyo.com](http://www.shogbonyo.com)

specifications to disseminate across multiple business lines and IT support teams.

- Analysed test results to determine accuracy, durability and efficiency of software.
- Delivered software solutions consistent with the product road map, release plan milestones and key performance indicators.

### **Volkswagen Financial Services, MILTON KEYNES - Software Licensing Manager**

*06/2019 - 09/2019*

- Involved with the coordination and completion of projects on time within budget and within scope and oversee all aspects of projects with the use of JIRA
- Working with the nominated asset management tool(Flexera), I was tasked with populating the IT asset CMDB with existing software license information and also researching what licensable products were deployed that required attention
- I was also involved in Vendor meetings
- I also built up a picture of what licensing contracts were available, the terms and conditions, costs and renewal dates
- I assisted in the building of reports that showed the current compliance status and on-going license consumption by the department as against overall company-wide usage
- I Made information about projects, corporate strategies and upcoming projects available to stakeholders
- I Resolved implementation and operation issues with various teams
- Considered and evaluated potential software applications based on new and existing system development and migration requirements
- Partnered with team members, including the infrastructure and Employment teams to minimize project delays
- Managed quality assurance program, including on-site evaluations, internal audits and customer surveys

### **Capita - Software Licensing Analyst**

*London*

*08/2018 - 04/2019*

- Helped to define, develop and implement a new ITAM service responsible for managing Capita owned IT assets
- Evaluated diverse organizational systems to identify workflow, communication and resource utilization issues
- Finalized project plans and obtained final approval from clients
- Developed comprehensive business cases to analyze costs, benefits, ROI and TCO of proposed solutions
- Performed work according to project schedules and established quality standards
- Consulted regularly with internal customers on application development project status, new project proposals and software-related technical issues
- The main asset management tool was #Flexera

### **RAC - Onsite IT Asset Manager**

*Bristol*

*03/2018 - 08/2018*

- Responsible for the daily and long-term strategic management of software and technology-related hardware and software assets, My main duties are to drive IT Asset Management best practices into an existing key client estate
- Duties:
- Eview the asset management lifecycle and ensure effective processes are embedded into BAU activities
- Plan, monitor, and record software license and/or hardware asset information and ensured accurate live metrics for the estate
- Develop and implement procedures for tracking assets to oversee quality control throughout their lifecycle
- Tools used included: Nexthink Service Now and Snow Software

### **Atkins, Epton - Interim Software Asset Manager**

*01/2017 - 03/2018*

- Using #ServiceNow i provided input to the Software Asset Management life cycle; including analysing and redesigning Software Asset
- Anagement processes, software requests, license pooling/checks and deployment
- Aintained the catalogue and cost management processes for all software assets
- Aintained all cost models relating to software assets
- Upported the integration of the License Management Tool (and surrounding processes), with the IS delivery systems and services
- Aised and managed software purchasing orders through their lifecycle (including 'Goods Receipting')
- Erified supplier invoices against purchase orders
- laised with suppliers to request quotes (and maintain appropriate supplier records)
- Dentified and advise management and technical teams on license entitlements derived from software deployed
- Upported the "Audit, Risk and Compliance" function team through audit process
- Roved report information on software/licence counts, metrics and usage, as well as provide input on terms that impact licensing
- Aintained the license inventory and perform software harvesting based on usage
- Ssisted with license related questions/issues
- Nsured 100% customer satisfaction and client focus
- Anaged incidents and requests according to defined SLAs - ensure 100% adherence to RFS & INC Best Practice guidelines
- Pdated, formalise and review processes defined in the IS Business
- Anagement System

### **The Skills And Funding Agency - Software Licensing Consultant**

*Coventry*

*07/2016 - 11/2016*

- Drove operational improvements which resulted in savings and improved profit margins
  - Conducted interviews with key business users to collect information on business processes and user requirements
  - Reviewed files, records and other documents to obtain business information and key data informing responses to development requests
  - Mapped process activities to identify shortfalls and propose options to rectify operational inefficiencies
  - Applied honed problem-solving skills to analyze and resolve issues impacting business operations and goal achievement.
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## **INTERESTS**

Music, Playing Chess, Reading and Travelling