

Abi Shogbonyo

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PROFESSIONAL SUMMARY

A Knowledgeable ServiceNow Implementation Specialist who offers problem-solving skills and best practices expertise. Thorough with assessments, solution development and deployments. Accomplished in partnering cross-functionally to enhance systems for changing demands. Results-focused ServiceNow Developer with attention to detail and strong follow-through on systems projects.

History of continuously improving and optimising systems for increased efficiency, improved functionality and usability. Expertly matches user requirements and aligns systems with specifications.

EXPERIENCE

ServiceNow Developer , Mercedes-Benz Financial Services, March 2022-Current
Milton Keynes, Bedfordshire

Application Portfolio Management/ITSM implementation

- Day-to-Day operational support for ServiceNow; activities include but not limited to incident resolution, access management, building reports/dashboards, service catalog and workflow development, promoting and troubleshooting update sets
- Worked closely with ServiceNow Process Owners (e.g., solution design, development and testing, incident resolution, troubleshooting and problem analysis)
- Prioritized and completed tasks to meet defined SLA's
- Collaborate and communicate with stakeholders to perform ServiceNow upgrades and patching
- Facilitated workshops to agree on service and application ownership
- Documented application and service processes
- Create, monitor, modify, and publish service catalog workflows with approvals
- Delivered ServiceNow training to MBFS IT Teams
- Assisted with ServiceNow incidents post go live, working with 3rd Party provider to resolve issues for the team
- Attend edProject Team meetings representing UK MBFS IT Team
- Created project plan for UK implementation and manage transition activities

ServiceNow Developer, Deutsche Bank, March 2021-January 2022
London

Implemented the ServiceNow platform capabilities, specifically the ITSM

- 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.
- I have worked with Now mobile Apps and Servicenow Studio, building and configuring custom applications.
- 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.

ServiceNow Developer, BP, October 2020-February 2021

London

Implemented the ServiceNow platform capabilities, specifically for Software Asset Management

- 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 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.

ServiceNow Developer, National Aviation Transport Services, February 2020-April 2020

Southampton

Implemented the ServiceNow platform capabilities, specifically for Software Asset Management

- Wrote and implemented efficient JavaScript code, guaranteeing business needs were met.
- Validated systems to assess needed improvements and recommend options for closing gaps and enhancing functionality.
- Maintained service-oriented architecture and offered technical support. Worked closely with app developers and business analysts.
- Reviewed and modified existing ServiceNow CMDB patterns as needed.
- Developed integrations with other applications to support core data load and process automation
- Involved in the implementation, configuration and maintenance of interfaces and integrations for gathering, populating and maintaining CMDB data
- Involved in Discovery and Service Mapping and linking CIs to applications.

Software Licensing Manager, Volkswagen Financial Services, MILTON KEYNES, June 2019-September 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
- 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

Software Licensing Analyst, Capita, August 2018-April 2019

London

- 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

Onsite IT Asset Manager, RAC, March 2018-August 2018

Bristol

- 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

Interim Software Asset Manager, Atkins, Epson, January 2017-March 2018

- Using ServiceNow i provided input to the Software Asset Management life cycle; including analysing and redesigning Software Asset

- Managed processes, software requests, license pooling/checks and deployment
- Maintained the catalogue and cost management processes for all software assets
- Maintained all cost models relating to software assets
- Supported the integration of the License Management Tool (and surrounding processes), with the IS delivery systems and services
- Liaised with suppliers to request quotes (and maintain appropriate supplier records)
- Identified and advised management and technical teams on license entitlements derived from software deployed
- Supported the "Audit, Risk and Compliance" function team through audit process
- Provided report information on software/licence counts, metrics and usage, as well as provide input on terms that impact licensing
- Maintained the license inventory and perform software harvesting based on usage
- Assisted with license related questions/issues
- Ensured 100% customer satisfaction and client focus
- Managed incidents and requests according to defined SLAs - ensure 100% adherence to RFS & INC Best Practice guidelines
- Updated, formalise and review processes defined in the IS Business Management System.

Software Licensing Consultant, The Skills And Funding Agency, July 2016-November 2016
Coventry

- 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.

CORE SKILLS

- ServiceNow Developer (ITSM/ITAM)
- ServiceNow Portal development
- ServiceNow: Discovery
- ServiceNow: Mapping
- ServiceNow: Application Portfolio Management
- ServiceNow: Software Asset Management
- Business processes, Problem Solving skills
- ServiceNow: - Configuring Tables, Lists, Forms, Business Rules, Client scripts, Workflow scripting and APIs
- 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

INTERESTS

Music, Playing Chess, Reading and Travelling