**Abi Shogbonyo**

London

07404699415 - abi@shogbonyo.com

**Professional Summary**

I am a knowledgeable ServiceNow Implementation Specialist with strong problem-solving skills and expertise in best practices. I excel in assessments, solution development, and deployments, and I have a track record of continuously improving and optimizing systems for increased efficiency, functionality, and usability. My ability to align systems with user requirements and specifications sets me apart .

**Experience**

Ministry of Justice - London

ServiceNow Consultant  
September 2022 to Current

I was instrumental in implementing ServiceNow SAM Pro at the Ministry of Justice.

My role involved leading detailed workshops to pinpoint stakeholders' specific business requirements. A key task was integrating third-party discovery sources to improve software asset tracking, ensuring alignment with ServiceNow's methodology for efficient project readines

Configuration with the Development Team: Collaborating closely with the development team, I tailored ServiceNow's configuration to our needs. This involved streamlining software asset management workflows and customizing the user interface, which significantly enhanced operational efficiency.  
  
Mentorship and Expertise: As a mentor and expert in ServiceNow, I guided the team through complex scenarios, sharing best practices for asset management. I conducted training sessions to promote a culture of continuous learning and expertise sharing within our team.  
  
Process Automation: I focused on automating key processes within ServiceNow, such as the reconciliation of software licenses and the management of software entitlements. This automation was crucial in improving both the user experience and our operational productivity.  
  
Stakeholder Collaboration: I played a key role in ensuring that the deployment of ServiceNow SAM Pro aligned with the MoJ's organizational needs. This involved regular meetings with stakeholders to gather feedback and adjust our approach, ensuring that our solution met the varied requirements of different departments.  
  
Strategic Roadmap and Quality Assurance: I developed a strategic roadmap for the ServiceNow platform at the MoJ, aligning it with our goals and those of our clients. Working alongside the QA team, I ensured adherence to ServiceNow standards and delivered a high-quality, robust solution.

Mercedes-Benz Financial Services - Milton Keynes

**Application Portfolio Management/ITServiceNow implementation**

March 2022 to September 2022

Comprehensive Application Review a In my capacity, I meticulously examined our application suite at Mercedes Benz Financial Service. This task entailed scrutinizing each software tool for its practicality, impact, and financial burden. I pinpointed a number of inefficient, outdated systems, like archaic software draining our resources. My solution was to suggest cutting-edge strategies such as transitioning to cloud platforms and embracing new technologies, aimed at ramping up productivity while reducing costs.  
  
Streamlining IT with ITSM: By adopting IT Service Management (ITSM) methodologies, I transformed our IT procedures. This process involved specifying distinct roles and duties, for example, appointing an Availability Manager to manage IT service continuity and efficiency. This tactic accelerated our decision-making, substantially lowering expenses and lessening operational risks.  
  
Leading APM and ITSM Implementations: In collaboration with our IT, financial, and operational teams, I took a pivotal role in crafting and deploying Application Portfolio Management (APM) and ITSM frameworks. My involvement spanned from defining precise objectives, ensuring IT operations were in sync with our business goals, to confirming everyone's understanding of their contribution to these initiatives.  
  
Ongoing Monitoring of Implementation: I diligently tracked the advancement of our APM and ITSM efforts against our established objectives and indicators. Such careful monitoring guaranteed that our strategies were in harmony with Mercedes Benz Financial Service's strategic goals, enabling necessary modifications in light of new challenges or business shifts.  
  
End-User Training and Assistance: I delivered thorough training and persistent support to our users, ensuring their competence with the newly introduced systems and methods. Responsibilities included devising comprehensive guides, organizing training sessions, and setting up a responsive support desk.  
  
Strategic Planning for Outdated Applications: I was instrumental in strategizing the discontinuation of obsolete applications, evaluating their business impact, and finding economically viable replacements. For instance, we substituted an antiquated CRM system with a more streamlined, cloud-based model, better aligning with our expansion plans.  
  
Realized Organizational Gains: My endeavors resulted in notable advancements for Mercedes Benz Financial Service. We experienced a significant dip in IT expenditures, a reduction in operational hazards, and a more cohesive integration of IT with our fundamental business operations. This not only fortified our current business setup but also primed us for anticipated growth and adaptability.

Deutsche Bank - London ServiceNow Consultant  
March 2021 to January 2022

ServiceNow SAMPro Implementation Consultant, Deutsche Bank, London  
March 2021 - March 2022  
  
As a ServiceNow SAMPro Implementation Consultant at Deutsche Bank in London, my role is focused on tailoring the ServiceNow platform to meet the unique requirements of the bank, particularly in the areas of Software Asset Management Professional (SAMPro) implementation. My work encompasses several crucial aspects:

SAMPro and ITSM Module Management: My involvement has been integral in deploying and refining the ServiceNow SAMPro module, alongside IT Service Management (ITSM). This includes configuring software asset management processes, ensuring compliance with software licenses, and managing the lifecycle of IT service requests.  
  
Customization of Forms and Workflows: I have been responsible for customizing forms and developing streamlined workflows specifically for software asset management and IT service requests. This included creating workflows for managing software licenses, procurement processes, and compliance checks, which significantly improved operational efficiency within the bank.  
  
Software Asset Reporting and Data Analytics: I led the implementation of advanced reporting tools for software asset management. I developed specialized dashboards providing insights into software utilization, compliance status, and cost management, which supported strategic decision-making in IT asset management.  
  
Custom Scripting for SAMPro Automation: I authored specific JavaScript scripts to automate tasks within the SAMPro module. For example, I created scripts to automate software license reharvesting and compliance validation, enhancing the efficiency and accuracy of software asset management.  
  
Integration with Banking Systems: My role involved integrating SAMPro with other banking systems and external applications via APIs. This included linking the SAMPro module with procurement systems and vendor management platforms to streamline software asset management processes.  
  
Translating Bank-Specific Requirements into ServiceNow Solutions: I converted the bank's specific requirements for software asset management into technical solutions within ServiceNow. This involved detailed requirement analysis, creating user stories specific to banking needs, and formulating acceptance criteria and testing strategies tailored for the financial sector.

Issue Resolution in SAMPro Implementation: I proactively identified and addressed challenges specific to SAMPro within ServiceNow, such as optimizing license utilization and ensuring compliance with financial regulations.  
  
Collaboration and Training within the Bank: I worked closely with various departments at Deutsche Bank to align the SAMPro implementation with the bank's broader IT and financial strategies. I also conducted training sessions for staff on leveraging the SAMPro module for effective software asset management.  
  
My experience at Deutsche Bank with ServiceNow, particularly in SAMPro implementation, is marked by a deep understanding of the platform's capabilities within the financial sector, a commitment to delivering bespoke solutions that align with the bank's objectives, and a collaborative approach to overcoming challenges and facilitating knowledge sharing.

BP - London ServiceNow Developer  
October 2020 to February 2021

As the ServiceNow Software License Manager at BP, I led a transformative initiative to overhaul our IT asset management processes. This comprehensive project involved several key stages and achievements:  
  
Development of a Full-Scale IT Asset Inventory: I initiated and directed the creation of an exhaustive inventory, which included a broad spectrum of IT assets from data centers, software, to hardware components. This extensive cataloguing effort was instrumental in pinpointing and eliminating redundant assets, thereby boosting our operational efficiency.  
  
Execution of the ServiceNow® SAM Strategy: A meticulous four-phase strategy was employed:  
  
Role Definition: Establishing clear responsibilities and roles within the team to ensure a focused approach.  
Data Integrity Establishment: Implementing robust data validation processes to ensure the accuracy and reliability of asset data.  
  
Operational Integration: Seamlessly integrating the SAM strategy into existing operational workflows to ensure continuity and efficiency.  
Cloud Insights Implementation: Leveraging cloud-based analytics to gain deeper insights into asset utilization and performance.  
  
This comprehensive strategy streamlined asset management workflows, significantly reduced unnecessary expenditure, and aligned our IT investments with BP's strategic goals.

Optimization of Software Licensing: The ServiceNow® SAM strategy was pivotal in refining our approach to software licensing. It enabled us to minimize costs and mitigate risks associated with software assets. The strategy provided enhanced visibility into software usage and automated various stages of the asset lifecycle, leading to significant reductions in technology-related expenses and risk exposure.  
  
  
Compliance and Optimization in IT Asset Management: I was responsible for ensuring that all of BP's IT assets were managed in compliance with licensing agreements. By utilizing accurate and reliable data, we were able to identify areas for optimization, make informed decisions about asset replacement, and manage the IT assets effectively, avoiding any potential legal or financial ramifications.  
  
Throughout this journey, our focus was on creating a resilient and efficient IT asset management framework that not only met current needs but also poised BP for future technological advancements and challenges.

National Aviation Transport Services - Southampton ServiceNow Consultant  
February 2020 to April 2020

As part of our ServiceNow implementation, I acknowledged the crucial need to conduct a thorough system validation to ensure that the system met the required standards and specifications.

I was responsible for the validation process, which involved verifying the functionality and performance of the system through testing and analysis. By doing so, I ensured that the system was capable of delivering the expected outcomes.

During the system validation process, it was essential for me to identify areas for improvement, such as weaknesses or shortcomings in the system. This helped me suggest solutions to bridge those gaps and enhance the system's effectiveness, efficiency, and reliability. My recommendations were based on data and insights gathered from the testing and analysis of the system. By addressing these issues, I ensured that the system operated optimally and was well-suited to meet the needs of our organization.

Based on the identified areas for improvement, I implemented enhancements to the system. These enhancements included new functionalities, configurations, or modifications to the existing system.

My goal with these enhancements was to improve the system's overall functionality and performance. It was essential for me to ensure that these enhancements were well-documented and communicated to the stakeholders involved in the ServiceNow implementation process.

In conclusion, I recognized that conducting a thorough system validation, identifying areas for improvement, and implementing enhancements to the system were critical steps in our ServiceNow implementation process.

By following these steps, I ensured that our ServiceNow platform was optimized for delivering the desired outcomes.

**Core Qualifications**

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| **SERVICENOW IMPLEMENTATION SKILLS**  Flow Designer Fundamentals: Proficient in utilizing Flow Designer for automating workflows and streamlining business processes.  JavaScript on the Now Platform: Skilled in leveraging JavaScript for scripting and application development on the platform.  Service Portal Fundamentals: Experienced in designing and managing Service Portals, enhancing user experience and interface customization.  User Acceptance Testing (UAT): Competent in conducting UAT to ensure that solutions meet business requirements and user needs.  Catalog Builder: Adept in using Catalog Builder to create and manage catalog items, offering user-friendly service catalogs.  Scripting: Proficient in writing, debugging, and maintaining scripts to customize and automate processes.  Service Graph Connector: Knowledgeable in integrating and utilizing Service Graph Connector to map and manage digital products and services.  Common Service Data Model (CSDM): Familiar with the Common Service Data Model, implementing best practices for data management and structure.  Configuration Management Database (CMDB): Experienced in managing CMDB, ensuring accurate and efficient data tracking and asset management.  MID Server: Knowledgeable in the setup and management of MID Servers, facilitating smooth integration and data exchange between and external systems.  **BUSINESS ANALYST SKILLS** Led a series of extensive ServiceNow implementation projects, overseeing every phase from initial requirement analysis to post-launch support. Collaborated effectively with stakeholders to define project scope, objectives, and expected results, ensuring they align with the company's strategic goals. Conducted thorough business process evaluations, adapting these insights into specific ServiceNow functionalities for improved operational workflows. Generated detailed project documentation, including business needs, functional specifications, and comprehensive test plans. Directed the User Acceptance Testing (UAT) phase and conducted vital training sessions for users, facilitating a seamless adoption of ServiceNow systems. Implemented recognized IT Service Management (ITSM) practices and utilized diverse ServiceNow modules to boost efficiency and compliance. Engaged consistently with ServiceNow's technical teams for optimal system configuration and personalization to meet unique business requirements. | **SOFTWARE LICENSING SKILLS**  As a specialist in software licensing, my expertise spans across negotiation, compliance management, and optimization. I have successfully negotiated significant licensing agreements, achieving a 20% reduction in costs. In compliance management, I implemented a system that decreased unauthorized software usage by 30%.  My experience in license optimization is demonstrated through the reallocation of licenses, resulting in a 15% reduction in fees. I possess a deep understanding of various license types and have adeptly transitioned key software licenses to align with our organizational scaling needs.  In vendor relationship management, I have established valuable partnerships with major software vendors, securing advantageous terms. This aspect of my role is crucial for ensuring beneficial agreements and maintaining positive vendor relationships.  I also focus on audit and compliance checks, conducting thorough audits to ensure strict adherence to licensing agreements. This diligence is essential in preventing potential legal issues and ensuring organizational compliance.  My proficiency in cost management is evident in the savings of £10,000 annually for the company by identifying and discontinuing unused licenses. Lastly, I effectively manage all aspects of license documentation and have developed a company-wide policy, enhancing license management efficiency by 25%. |