

PAUL CHIORI

SENIOR SERVICE NOW
LEAD DEVELOPER

CONTACT

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PROFILE SUMMARY

Experienced, versatile and results-driven SENIOR ServiceNow Developer with over a decade of experience of specialized experience in ServiceNow development and deployment across various industries. Proficient in a wide array of ServiceNow modules such as ITSM, ITOM, HRSD, GRC, CDMB, ITAM, CSDM, FSM, IRM and CSM. Passionate about delivering robust and scalable solutions, streamlining business processes, and enhancing user experience, while staying at the forefront of platform advancements to drive continuous improvement and innovation.

Interested in working in forward-thinking organizations where I can utilize my robust analytical abilities and extensive technical expertise in ServiceNow to boost organizational efficiency and outcomes.

EDUCATION

LAGOS STATE UNIVERSITY

- BA International Relations

KEY SKILLS

- Strategic Planning
- Project Management
- Software Development
- User Testing
- Architecture Design
- Process Improvement
- System Customization
- Integration & Migration
- Data Analysis & Reporting

WORK EXPERIENCE

AFNI INC

JAN 2024 - PRESENT

Lead ServiceNow Engineer/ Developer/ Architect

- Solution Design & Deployment:** I craft and deploy ServiceNow solutions that align with the organization's business needs. This includes designing and customizing workflows, forms, and reports to optimize platform functionality.
- System Integration & Configuration:** I configure essential ServiceNow modules such as Incident, Problem, Change, and Asset Management, and integrate ServiceNow with various systems to ensure seamless operations.
- Technical Support & Troubleshooting:** I provide comprehensive technical support, addressing and resolving complex issues that impact the functionality, efficiency, and security of ServiceNow solutions.
- Collaborative Leadership:** I work closely with company's business analysts, developers, and users to ensure solutions meet business objectives. I also lead technical projects and mentor our junior engineers to build their expertise.
- Continuous Improvement & ITIL Application:** I stay updated with the latest developments in the ServiceNow ecosystem and apply ITIL principles to manage and enhance IT service workflows effectively.

INDUSTRY KNOWLEDGE

- Business Analysis
- Requirements Analysis
- Requirements Gathering
- LLM
- NLP/NLU
- SQL
- IRM
- FSM
- C++
- Hardware Assets Management
- Software Assets Management
- CSDM
- CMDB
- Software Development Life Cycle (SDLC)
- Business Requirements
- User Acceptance Testing
- Agile Methodologies
- Project Management
- Data Analysis
- Software Project Management

- **Glide API Expertise:** I advance usage of ServiceNow's Glide APIs for optimized database operations and complex data manipulations.
- **Custom Development:** I engineer tailored applications and modules to address unique business needs.
- **Integrations:** I implement robust REST and SOAP API integrations for seamless third-party system connectivity.
- **UI Policy Configuration:** I design advanced UI policies to control form behavior and enhance usability.
- **Data Modeling:** I architect and maintain scalable data models to ensure functional and data integrity.
- **Version Control:** I leverage Git for collaborative development and maintaining code quality.
- **Performance Tuning:** I apply optimization techniques to enhance application performance and user experience.
- **Testing & Debugging:** I author unit tests and resolve complex script issues for reliable functionality.
- **Security Implementation:** Configure advanced access controls and ACLs for strict security compliance.
- **Agile Methodology:** Actively contribute to Agile practices, sprint planning, and timely project delivery.
- **ITIL Alignment:** I integrate ITIL principles for effective incident, change, and problem management workflows.
- **Reporting:** I build custom reports and dashboards for actionable insights into KPIs and metrics.
- **Knowledge Management:** Develop and manage workflows and articles for efficient information dissemination.
- **Service Catalogs:** I design and optimize service catalogs to improve IT service accessibility.
- **Notifications:** I configure automated email alerts for real-time updates and user engagement.
- **LDAP Integration:** I implement LDAP for secure authentication and user synchronization.
- **Web Technologies:** I Utilize HTML, CSS, and JavaScript to enhance web interfaces and customizations.
- **Problem Solutions:** Deliver problem management solutions to proactively resolve IT issues.
- **Change Management:** I streamline and implement workflows to mitigate disruptions during changes.
- **Training & Documentation:** I Conduct user training and create technical documentation for seamless adoption of ServiceNow Applications
- **Now Assist:** I create, customize, and integrate AI-driven conversational solutions within the ServiceNow platform to enhance user experiences, streamline processes, and enable intelligent, automated support across enterprise workflows.
- **Technical Support & Troubleshooting:** I provide comprehensive technical support, addressing and resolving complex issues that impact the functionality, efficiency, and security of ServiceNow solutions.
- **GEN AI Implementation:** I design, implement, and optimize AI-driven solutions leveraging generative artificial intelligence to enhance business processes, automate workflows, and deliver innovative, scalable applications tailored to organizational

INDUSTRY KNOWLEDGE

- Business Process
- Microsoft Access
- Scrum
- Business Process Improvement
- Tableau
- Jira
- Banking
- Vendor Management
- Business Intelligence (BI)
- JavaScript
- MySQL
- GitHub
- Node.js
- Visio
- Python
- Azure DevOps
- Business Strategy
- QlikView
- Consulting
- Kanban
- Salesforce
- Dynamics 365 CRM

Vox Technologies

JAN 2023- JAN 2024

Lead ServiceNow Engineer/ Developer/ Architect

- **ServiceNow Leadership & Development:** Led the design, creation, and deployment of ServiceNow solutions, customizing modules to fit specific business requirements.
- **Team Leadership & Mentorship:** Guided the development team, sharing knowledge on the latest ServiceNow updates and industry best practices.
- **System Integration & Automation:** Developed integrations with enterprise systems and automated processes to improve operational efficiency.
- **Customization & Scripting:** Created and optimized business rules, UI policies, and client scripts using JavaScript to enhance platform performance.
- **Stakeholder Collaboration & Documentation:** Worked closely with stakeholders to improve business processes, and maintained comprehensive technical documentation.
- **Security & Compliance:** Ensured development adhered to strict security protocols and complied with relevant regulations and internal policies.
- **End-User Support & Issue Resolution:** Provided training and support to users, and acted as the primary expert for troubleshooting and resolving ServiceNow-related issues.

Cigna Health Care

MAY 2020 - JAN 2021

Lead ServiceNow Engineer

- **Application Enhancement & Customization:** Enhanced and customized ServiceNow applications and workflows to meet diverse business needs, ensuring smooth operations and improved reporting.
- **System Integration:** Developed and integrated ServiceNow components with external systems for seamless data exchange and reporting.
- **Documentation & Process Management:** Documented workflows and business processes, and managed system upgrades to maintain platform integrity and compliance.
- **Team Collaboration & Problem-Solving:** Worked closely with cross-functional teams to resolve technical challenges, ensuring alignment with project goals.
- **Quality Assurance & Best Practices:** Led quality assurance efforts, including testing and validation of applications, while implementing ITIL best practices to optimize ServiceNow performance.

INTERPERSONAL SKILLS

- Interpersonal Skills
- Creative Strategy
- Teamwork
- Strategic Planning
- Conflict Resolution
- Team Leadership
- Public Speaking
- Analytical Skills
- Problem Solving
- Team Management
- Communication

CERTIFICATIONS

- **ServiceNow** Application Developer CAD
- **ServiceNow** Certified Implementation Specialist - ITSM
- **ServiceNow** Certified Implementation Specialist - ITOM
- **ServiceNow** Certified Implementation Specialist - HRSD
- **ServiceNow** Certified Implementation Specialist - CSM
- **ServiceNow** Certified Implementation Specialist-ITAM
- **SAM/HAM**

AFFILIATIONS

Member, **ServiceNow** Developers Community.

REFERENCES

Available upon request.

The Coca Cola Company

MAR 2018 - MAY 2020

Senior ServiceNow Engineer

- **Module Development & Integration:** Designed and integrated ServiceNow modules to enhance ITSM, ITOM, HRSD, and CSM capabilities, ensuring smooth interactions with internal and external systems.
- **System Maintenance:** Managed and maintained ServiceNow workflows, forms, reports, and dashboards for optimal performance.
- **Technical Leadership:** Provided expert guidance to end-users and mentored junior developers, ensuring effective implementation and continuous improvement.
- **Upgrade & Testing:** Participated in platform upgrades, conducting thorough testing and troubleshooting to resolve any issues.
- **Best Practices:** Implemented ServiceNow best practices and ensured adherence to ITIL standards for consistent and efficient operations.

Ocean Glory Commodities

JAN 2013 - JAN 2018

Analyst/ Project Manager

- **Project Leadership:** Led projects to ensure they were completed on time, within budget, and met scope requirements.
- **Stakeholder Management:** Acted as the main point of contact between stakeholders and platform users, ensuring clear communication and alignment.
- **ServiceNow Development & Integration:** Designed, integrated, and maintained ServiceNow modules to enhance ITSM, ITOM, HRSD, and CSM capabilities, ensuring seamless system interactions.
- **Technical Leadership:** Provided expert support to end-users, mentored junior developers, and participated in platform upgrades, testing, and troubleshooting.
- **Business Analysis & Risk Management:** Conducted business analysis to document processes and requirements, managed resources effectively, and developed strategies to mitigate project risks.
- **Quality Assurance & Continuous Improvement:** Ensured all deliverables met high-quality standards, implemented Agile practices, and continuously sought to improve project outcomes.
- **Training & Reporting:** Trained team members on project management principles and tools, and regularly prepared detailed reports on project status for upper management.