

OMAR AGGOUR

Senior ServiceNow Developer



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Senior software engineer with experience in a multitude of technologies. Currently, i am specialized as a Senior ServiceNow Developer and I am passionate about my job and new technologies in general. Today, I want to continue my career on innovative and expanding IT projects.

SKILLS

Programming Languages	JavaScript, C#, C, Java, PL/SQL
Scripting Languages	Bash, Perl
Markup Languages	HTML/CSS, XML
Frameworks	AngularJS, Node.js, Express.js, jQuery, Bootstrap
Databases	Oracle SQL, PostgreSQL, MongoDB (NoSQL)
Development Tools	Visual Studio Code, Eclipse, Maven, svn, git
Middleware	JBoss, Apache Tomcat
Operating Systems	Windows, Windows Server, Linux Redhat, Linux CentOS, Unix Solaris, Unix HP-UX
Platforms	ServiceNow
Other	ITIL, CRM, ITSM, LaTeX

PROFESSIONAL EXPERIENCE

December 2025 October 2023	Senior ServiceNow Developer - Associate, CLOUDSTRATEX, United Kingdom <ul style="list-style-type: none">➤ Technical analysis, design, implementation and development on a ServiceNow platform as a Senior ServiceNow Developer on GRC module and a custom application.➤ Development of compliance custom solution on the ServicePortal using OOTB Catalog Item widgets and custom widgets (AngularJS/HTML/CSS).➤ Migration of historic data from the old software to ServiceNow using data sources and transform maps.➤ Business Analysis for some user stories to bridge the gap between business needs and IT capabilities by analyzing processes, gathering requirements, and optimizing workflows within the ServiceNow platform. <p>ServiceNow JavaScript AngularJS HTML CSS Agile SCRUM GRC</p>
July 2023 November 2022	Senior ServiceNow Developer, ORANGE BUSINESS, Egypt <ul style="list-style-type: none">➤ Development of enterprise level solutions on the ServiceNow platform as a ServiceNow Developer on ITSM and CSM modules as well as custom scoped applications.➤ Coordinate with the business analysts, product owners, architects and stakeholders regarding the technical design for the implementation of business requirements.➤ Creating proof of concepts for upcoming features.➤ Onboarding, mentoring and leading new junior level ServiceNow developers for existing projects. <p>ServiceNow JavaScript AngularJS jQuery Bootstrap HTML CSS REST JSON XML Agile SCRUM ITSM CSM</p>

November 2022 July 2019	<p>ServiceNow Developer, ORANGE BUSINESS, Egypt</p> <ul style="list-style-type: none"> ➤ Building and modification of scoped applications, forms, workflows, interfaces and any other customization required to support both ITSM and CSM processes on the ServiceNow Platforms. ➤ Documentation of implemented features. ➤ Testing of implemented features on the development environment and if necessary the UAT environment with the business analysts. ➤ Design and develop Service Portal elements, UI pages and UI macros. ➤ Development of Script Includes, Business Rules, Client Scripts, UI Policies, and UI Actions as part of the service design process. ➤ Develop Workflow / Flow Design with the product owner and stakeholders to manage processes and meet business requirements. ➤ Develop and maintain integrations with other applications and process automation using system REST APIs. ➤ Create and configure ACLs for access control. ➤ Glide scripting, Jelly scripting, AJAX, and also integrations with REST/SOAP webservice and MID servers. <p>ServiceNow JavaScript AngularJS jQuery Bootstrap HTML CSS REST JSON XML AJAX Agile SCRUM ITSM CSM</p>
July 2019 April 2016	<p>CRM Operations Analyst, ORANGE BUSINESS, Egypt</p> <ul style="list-style-type: none"> ➤ Handle, diagnose and fix/route real-time incoming incidents for internal CRM and ITSM applications (ServiceNow included). ➤ Proactively monitoring the applications' status and performance. ➤ Provide administration services on application servers: UNIX (HP-UX, Solaris) – Linux (Red Hat, CentOS). ➤ Liaise with the development team for rapid testing and releasing of application builds. ➤ Assist in the deployment of emergency fixes as required by the development team and business owners. <p>Oracle SQL PL/SQL PostgreSQL Bash Perl Linux Unix SOAP XML Java ServiceNow JavaScript</p>
April 2016 December 2012	<p>IT Support Engineer, ORANGE BUSINESS, Egypt</p> <ul style="list-style-type: none"> ➤ Responsible for providing second level technical support and efficient delivery of service for internal clients. ➤ Coordinates directly with Regional Field Managers ensuring data integrity. ➤ Manage technical escalations and coordinates with the depot repair to ensure fault resolution for hardware issues. ➤ Provide guidance and training for Service Desk agents. <p>Microsoft Windows Microsoft Windows Server ITIL</p>
December 2012 April 2011	<p>Service Desk Engineer, ORANGE BUSINESS SERVICES, Egypt</p> <p>The Orange IT Helpdesk is the single point of contact for all internal IT related incidents. The helpdesk agent will document, troubleshoot and resolve all internal IT incidents. Responsibilities included the following</p> <ul style="list-style-type: none"> ➤ Diagnose incidents utilizing administration tools or remote control utilities to troubleshoot PC, operating system or system incidents. ➤ Ensure incidents are routed to the proper next level/organization as part of the incident management process. <p>ITIL Microsoft Windows Microsoft Office</p>

CERTIFICATES

SERVICENOW CERTIFIED APPLICATION DEVELOPER

28 AUGUST 2023

Certifies that a successful candidate has the skills and essential knowledge to develop applications to solve business problems both for their employers and for sharing with the ServiceNow ecosystem.

SERVICENOW CERTIFIED SYSTEM ADMINISTRATOR

22 JUNE 2020

Demonstrates mastery of ServiceNow System Administration and certifies that a candidate has the skills and essential knowledge necessary to manage the configuration, implementation, and maintenance of the ServiceNow platform.

MICRO-CERTIFICATION - SERVICE PORTAL

30 AUGUST 2020

Certifies that a successful candidate has the skills and essential knowledge to configure, customize, and extend components to create a Service Portal.

PROJECTS

SERVICENOW PROJECTS

SWAN PROJECT

2023 - PRESENT

A custom application for Business Application compliance that works with GRC module in ServiceNow. Provides a custom ServicePortal questionnaire to trigger and process Enterprise Requirements as controls for business applications and their instances.

Javascript REST APIs ITSM CSM Service Portal

MYCSM PROJECT

2022 - 2023

The standard Customer Service platform to be used by internal agents and customers. A new platform intended to be the replacement for existing CSM and ITSM tools used by other departments.

Javascript REST APIs ITSM CSM Service Portal

TCCA - TOOL FOR CHANGE CATALOG ADMINISTRATION

2020 - 2022

A full catalog administration application built on top of the MySM ServiceNow platform. Provides a simple user interface with a plethora of options to view and modify categories, items and variables for change catalogs provided to the customers.

Javascript AngularJS jQuery Bootstrap HTML CSS REST APIs JSON

MYSM PROJECT

2020 - 2022

A ServiceNow platform hosted on-premises used by internal employees and some customers for Service Management. It is used by many customers for incident management, change management, API integrations with other applications and other customer ServiceNow instances.

Javascript ITSM REST APIs

MOBILITY PROJECT

2019 - 2020

A custom mobility solution that leverages the customization of the ServiceNow platform. The solution implemented is used to manage mobility services for mobile provider companies.

Javascript ITSM

OTHER PROJECTS

OBS SURVEY BOT

2019 - 2020

Survey Bot for the ITSM department. It is used by internal users to provide feedback on the internal applications.

Javascript Node.js Express.js MongoDB REST JSON

LANGUAGES

Arabic ● ● ● ● ●
English ● ● ● ● ●

EDUCATION

2005 - 2010 B.Sc. In Information Engineering and Technology - German University in Cairo
2003 - 2005 International General Certificate of Secondary Education (IGCSE) - Futures American School – Cairo

INTERESTS

ACTIVITIES: Reading, Swimming, Tennis
TECHNOLOGIES: Blockchain, Machine Learning, AI, Android

REFERENCES

 References will be provided upon request.

STRENGTHS

- Quick Learner
- Good Communicator
- Self-motivated
- Autonomous