









# RIFAT ERDEM SAHIN

## SERVICENOW SENIOR DEVELOPER | ENTERPRISE WORKFLOW AUTOMATION SPECIALIST

---

-  **Location:** London, United Kingdom
  -  **Citizenship:** British
  -  **Email:** [contact@rifaterdemsahin.com](mailto:contact@rifaterdemsahin.com)
  -  **Phone:** +44 7848 024173
  -  **LinkedIn:** [linkedin.com/in/rifaterdemsahin](https://www.linkedin.com/in/rifaterdemsahin)
  -  **GitHub:** [github.com/rifaterdemsahin](https://github.com/rifaterdemsahin)
  -  **Portfolio:** <https://rifaterdemsahin.com>
  -  **Schedule a Call:** <https://calendly.com/rifaterdem/schedule>
- 

## PROFESSIONAL SUMMARY


---


Senior ServiceNow Developer specializing in **Enterprise Workflow Automation, ITSM, ITOM, and AI-driven platform modernization**. Expert in designing and implementing complex ServiceNow architectures that streamline business processes and improve operational efficiency. Proven track record delivering ServiceNow solutions that achieved 300% productivity improvements and 40% reduction in manual effort across financial services, healthcare, and global consulting sectors. Expert in ServiceNow scripting, integration (REST/SOAP), and AI-powered automation using watsonx and ServiceNow GenAI capabilities.


---

## CORE COMPETENCIES

---

 **ServiceNow Development & Architecture** - Advanced ServiceNow Scripting (Business Rules, Client Scripts, Script Includes, UI Actions) - Portal Development (Service Portal, Employee Center, Widget Customization) - Integration Hub & Flow Designer implementation - CMDB Architecture and Asset Management (HAM/SAM)

 **AI & Workflow Automation** - ServiceNow GenAI & Predictive Intelligence implementation - Integration with external AI platforms (IBM watsonx, Azure AI) - AIOps and Event Management automation - Virtual Agent (NLU) design and implementation

 **ITOM & ITBM** - Discovery and Service Mapping automation - Change, Incident, and Problem Management optimization - Project Portfolio Management (PPM) and Resource Management - Governance, Risk, and Compliance (GRC/IRM) implementation

---

## KEY ACCOMPLISHMENTS

---

### **2025 | IBM | London, UK**

**Enterprise ServiceNow & AI-Driven ITOM Transformation - Challenge:** Modernize enterprise IT service delivery and automate complex workflows using AI for global clients - **Solution:** Architected an integrated ServiceNow platform leveraging IBM watsonx AI for automated incident resolution and intelligent request fulfillment - **Impact:** - 35% reduction in Mean Time to Resolution (MTTR) via AI-driven automated triaging - 40% improvement in employee self-service adoption through enhanced Virtual Agent (NLU) - 50% faster CMDB data reconciliation using automated Discovery and AI-powered validation - **Technologies:** ServiceNow (Washington/Vancouver), IBM watsonx AI, Integration Hub, Virtual Agent, Flow Designer, Discovery

### **2024 | Goldman Sachs | Muscat, Oman**

**ServiceNow Financial Services Platform - Challenge:** Design a secure, compliant ServiceNow architecture for global financial operations - **Solution:** Implemented a highly customized ServiceNow ITSM/GRC platform with automated compliance monitoring - **Impact:** - 300% improvement in audit readiness through automated control validation - 30% reduction in operational risk via automated risk assessment workflows - 99.9% platform availability supporting mission-critical financial workflows - **Technologies:** ServiceNow GRC/IRM, ITSM, Script Includes, REST Integrations, Mid Servers

### **2023 | Ypsomed | Switzerland**

**Healthcare IoT Service Management - Challenge:** Scale ServiceNow capabilities for medical device tracking and IoT maintenance - **Solution:** Developed a custom ServiceNow scoped application for IoT device lifecycle management and automated field service orchestration - **Impact:** - 40% improvement in asset tracking accuracy through automated

IoT integration - 35% reduction in maintenance overhead via predictive event management -  
Real-time visibility into medical device health enabling proactive support - **Technologies:**  
ServiceNow FSM, ITOM, IoT Integrations, Event Management

---

## TECHNICAL EXPERTISE

---

### ServiceNow Platform

**Core:** ITSM, ITOM, ITBM, GRC/IRM, CSM, FSM, HRSD

**Development:** ServiceNow Scripting (JavaScript), Service Portal (AngularJS/CSS), Flow Designer, Integration Hub

**Operations:** Discovery, Service Mapping, Event Management, Orchestration, Mid Server

**AI:** Virtual Agent, Predictive Intelligence, GenAI (Now Assist), watsonx Integration

### Integration & Automation

**Protocols:** REST, SOAP, JSON, XML, OAuth2

**Automation:** PowerShell, Bash, Python, Ansible

**Cloud:** AWS, Azure, IBM Cloud (ServiceNow on Cloud)

**DevOps:** GitHub Actions, ServiceNow CI/CD, ATF (Automated Test Framework)

---

## PROFESSIONAL EXPERIENCE HIGHLIGHTS

---

**Senior ServiceNow Developer / AI Solutions Architect** | January 2025 - Present *IBM* |  
*London, UK*

- Leading the integration of **IBM watsonx.ai** with ServiceNow to automate enterprise IT workflows and knowledge management
- Developing custom **Integration Hub** spokes for seamless data exchange between ServiceNow and IBM Cloud Pak for Watson AIOps
- Architecting **Self-Healing Infrastructure** workflows in ServiceNow, reducing manual intervention by 45%
- Mentoring a team of developers on ServiceNow best practices and advanced scripting techniques
- Driving the adoption of **Now Assist (GenAI)** to enhance developer productivity and user experience

**Senior ServiceNow Developer / Technical Lead** | 2020 - 2025 *Goldman Sachs, Ypsomed, Cushman & Wakefield*

- Led ServiceNow implementation and modernization projects across multiple sectors
- Designed complex **REST/SOAP integrations** with third-party systems and legacy databases
- Developed custom **Service Portal** widgets and user interfaces to improve employee engagement
- Automated **Service Mapping** and **Discovery** processes for diverse infrastructure environments
- Implemented **ATF (Automated Test Framework)** to reduce regression testing time by 70%

**ServiceNow Developer** | 2016 - 2020 *Microsoft, Emerson, Various Fortune 500*

- Built and maintained core ServiceNow modules (Incident, Change, Problem, Knowledge)
- Developed and optimized **Business Rules, UI Policies, and Client Scripts**
- Conducted platform upgrades and managed update set migrations
- Established ServiceNow governance frameworks and implementation strategies

---






## EDUCATION

 **Bachelor of Science**

Southern New Hampshire University, USA  | 2013



---

## CERTIFICATIONS

-  **ServiceNow Certified System Administrator (CSA)**
-  **ServiceNow Certified Application Developer (CAD)**
-  **ServiceNow Certified Implementation Specialist - ITSM**
-  **ServiceNow Certified Implementation Specialist - Discovery**
-  **Certified Kubernetes Administrator (CKA)**

---

## SECURITY CLEARANCES

-  **UK SC (Security Check)** - Valid until 2028
  -  **NATO Clearance** - Valid until 2029
  - ✓ **Background Checks:** Watchdog (2024), Sterling (2019)
- 


## AVAILABILITY & CONTACT

---

**Immediate Availability** for ServiceNow Senior Developer roles

 **Schedule a Discussion:** <https://calendly.com/rifaterdem/schedule>

 **Email:** [contact@rifaterdemsahin.com](mailto:contact@rifaterdemsahin.com)

 **Phone:** +44 7848 024173

---

## SUPPORTING DOCUMENTS

---

 **Technical Portfolio & Presentations:**

[https://rifaterdemsahin.com/wp-](https://rifaterdemsahin.com/wp-content/uploads/2025/02/rifaterdemsahinprofilepresentation.v2025.2.pdf)

[content/uploads/2025/02/rifaterdemsahinprofilepresentation.v2025.2.pdf](https://rifaterdemsahin.com/wp-content/uploads/2025/02/rifaterdemsahinprofilepresentation.v2025.2.pdf)

---

*References and detailed project portfolios available upon request*