

AL HOUSSEYNI SALL

SERVICENOW DEVELOPER

Mail: alousall.sall@gmail.com

Phone Number: +352691600137

LinkedIn: <https://www.linkedin.com/in/al-housseyni-sall/>

PROFESSIONAL EXPERIENCE

Consultant ServiceNow /Lead Solution Engineer

- **Devoteam** - Luxembourg | **October 2022 - Present**
University of Luxembourg • ServiceNow Specialist - Solution Architect - Lead Consultant • since 01/2025 (1 year and 3 months)
 - Architected & delivered SAM (ITAM) capabilities, improving license compliance, governance, and cost optimization
 - Developed custom ServiceNow solutions (Business Rules, Script Includes, UI Policies) to support complex business needs
 - Designed and automated workflows across Service Catalog, enhancing request and fulfillment processes •Led data migration & normalization, aligning legacy systems with ServiceNow best practices (CMDB & SAM)
 - Integrated ServiceNow with external systems via REST APIs, ensuring seamless data exchange
 - Strengthening CMDB governance, enforcing ownership and improving data reliability
 - Provided platform support & continuous optimization, improving performance and user experience
- **LMEP (La Mondiale)** • Process Consultant • 11/2024 to 12/2024 (2 months) • Luxembourg
Business Intelligence: Led process analysis workshops to identify core business needs and designed custom reporting solutions for performance tracking.
- **ERI Bancaire** • CSM Implementation & System Integration • 01/2024 to 12/2024 (1 year)
 - CSM Framework: Managed the end-to-end configuration of Customer Service Management in an on-premises environment, including Incident and Knowledge Management.
 - Integration Architecture: Implemented a REST API integration through Mid Server to ensure robust data synchronization between ServiceNow and Jira.
- **ArcelorMittal** • Lead Developer & Application Design • 01/2024 to 12/2024 (1 year) • Luxembourg
 - App Engine Development: Led the creation and deployment of custom applications using Catalog Items and Flow Designer to automate complex business workflows.
 - Advanced Customization: Engineered Business Rules, Script Includes, and Client Scripts to optimize application performance and ensure platform scalability.
 - Business Analysis: Conducted stakeholder workshops to identify requirements and translated them into personalized dashboards and reporting solutions.

University of Luxembourg • ServiceNow Developer • 10/2022 to 12/2023 (1 year and 3 months) • Luxembourg

- **Service Catalog Item Development:** Design and creation of user-friendly Service Catalog items and workflows to automate business tasks, delivering a seamless user experience.
- **Scripting and Customization:** Writing and maintaining server-side scripts (Business Rules, Script Includes) and client-side scripts (Client Scripts, UI Policies) to meet specific business requirements.
- **Custom Application Development:** Designing applications in ServiceNow to meet business needs while ensuring scalability and ease of maintenance.
- **System Integrations:** Leveraging integration tools like REST to connect ServiceNow with external systems, ensuring efficient data flow.
- **Support and Optimization:** Providing continuous platform support, troubleshooting issues as they arise, and optimizing workflows and scripts to improve performance and user satisfaction.
- **Team Collaboration:** Working closely with cross-functional teams, business analysts, and administrators to deliver effective solutions.
- **Clear Documentation:** Maintaining clear and organized documentation for all developments, integrations, and customizations to ensure traceability of changes.
- **Support and Maintenance:** Ensuring the platform remains functional and up to date with minimal downtime or disruption to business activities.

ServiceNow Developer / Project Team Lead

FX Innovation / Yawize - Canada / Sénégal | July 2019 - October 2022

- **Desjardins (CSM Project):**
 - Implemented the Customer Service Management module to handle client interactions, integrating **REST APIs** with CRM for data synchronization.
 - Automated ticket management processes with advanced workflows and escalation rules based on SLAs.
 - Developed custom portals with dynamic widgets using **AngularJS** for a smooth and interactive user experience.
- **Training and Team Leadership:**
 - Trained over 10 junior engineers on **ServiceNow best practices**, including ACL management, data security, and **custom application** development.

ServiceNow Developer

Hub4IT - Sénégal | September 2017 – July 2019

- **SANOFI - France**
 - **Service Catalog:**
 - Designed a custom Service Catalog with Catalog UI Policies and Transform Maps for data imports.
 - Automated data entry processes using **GlideForm** and **GlideAjax**, improving user experience.
 - **Business Application & UI Customization:**
 - Built business applications with Business Rules and Client Scripts, reducing manual errors by 20%.
 - Created **dashboards** and advanced **reports** to monitor IT service performance.
- **IBA GROUP – Belgique**
 - **Level 3 Support:**
 - Provided **Level 3 technical support** for ITSM modules, handling critical **incidents** and **changes** using Business Rules and Scheduled Jobs.
 - Developed a custom **ICAPA** (Corrective and Preventive Actions) application to automate non-conformity tracking for **EHS** processes.
 - Designed a new **ServiceNow portal** to simplify IT service access with custom Service Portal widgets.
- **Development Engineer / ServiceNow Consultant / Service Portal Team Leader**
 - **Application Development in ServiceNow:**
 - Created **tailored applications** for client needs, including stock, IT incident, and workplace accident management.
 - Built client **portals** with ticket management and interactive dashboards.
 - Led the Service Portal team, delivering real-time notifications, automated escalations, and approval workflows.

Web Developer & Consultant

- **UNESCO - IIFE POLE DE DAKAR** - Sénégal | July 2017 – September 2017
 - **Collaborative tool:**
 - Developed collaborative content management tools with automated email distribution using **Drupal**.
 - Designed tools for virtual conferences and discussion forums with user-friendly interfaces using **HTML, CSS, and JavaScript**.

Junior Engineer

- **SENELEC** - Sénégal | March 2017 – July 2017
 - **Dynamic graphical tool:**
 - Created dynamic graphical tools for visualizing the **electrical distribution network**, enabling infrastructure analysis.
 - Used **SVG** and **JavaScript** for interactive and dynamic visualizations to support infrastructure planning.

ICT / Helpdesk

- **UNHCR** - Dakar | June 2014 – December 2014
 - **Technical Support:**
 - Managed IT equipment and user support for device configuration and maintenance.
 - Developed an application to automate IT equipment inventory and maintenance management.
-

CERTIFICATIONS

- **Certified Implementation Specialist - ITSM**
 - **Certified Implementation Specialist - CSM**
 - **Certified Implementation Specialist - Discovery**
 - **Certified Implementation Specialist - Event Management**
 - **Certified Implementation Specialist – Hardware Asset Management**
 - **Certified Implementation Specialist – Software Asset Management**
 - **Certified System Administrator**
 - **Certified Application Developer**
 - **Micro Certifications: Agile and Test Management Implementation / CMDB / CMDB Health / Service Portal**
 - **ITIL 4 Foundation Certified**
-

EDUCATION

- **Master's in software engineering and information systems** – Ecole Supérieure Polytechnique of DAKAR | 2016 – 2017
 - **Bachelor's in software engineering** – Ecole Supérieure Polytechnique of DAKAR | 2015
 - **DUT in Computer Science** – Ecole Supérieure Polytechnique of DAKAR | 2012 – 2014
 - **Scientific Baccalaureate S2** – Lycée Halwar | 2012
-

LANGUAGES

- **French:** Bilingual (Spoken and Written)
- **English:** Fluent (Spoken and Written)