JACOB ESSEL MKHWANAZI

ServiceNow Platform Engineer • AI & Automation • Flow Designer, Integration Hub & Scripting

Johannesburg, South Africa (Hybrid/Remote) | +27 68 178 9708 | JacobEsselMkhwanazi@gmail.com
| linkedin.com/in/jacobesselmkhwanazi | github.com/DestroyerOfCode12 | jacob-mkhwanazi.netlify.app

SUMMARY

ServiceNow platform engineer with nearly 5 years of ITSM and service-management experience, now focused on ServiceNow development and automation. Career progressed from frontline ITSM support through service desk leadership and technical consulting into hands-on ServiceNow engineering, giving a practical, process-aware foundation for platform work.

Strong hands-on foundation in JavaScript, Glide APIs, ServiceNow tables, ACLs, Business Rules, Client Scripts, Script Includes and application promotion, with practical delivery in Flow Designer, Integration Hub and REST/SOAP/OAuth integrations. Hands-on experience using Now Assist (generating summaries and resolution notes, testing AI-assisted outputs), and delivery of automation use cases from design through testing to controlled production.

ServiceNow Certified System Administrator (CSA) and ITIL Foundation & Practitioner certified, working within formal change, security and release-management controls.

TECHNICAL SKILLS

ServiceNow: JavaScript, Glide APIs, Tables, ACLs, Business Rules, Client Scripts, Script Includes, GlideScript, Flow Designer, Subflows, Integration Hub, Now Assist (hands-on use), ServiceNow AI Platform, UI Builder, Studio, Platform Analytics, Service Catalog, ITSM, CMDB/CIs, Update Sets & Application Promotion, Testing & Deployment Validation

Integration: REST & SOAP APIs, OAuth, JSON, Webhooks, Azure DevOps, Azure AD

Web & Data: JavaScript, HTML, CSS, XML, JSON, SQL, Power BI

Platforms: ServiceNow, HaloITSM, Litmos

EDUCATION

Not stated on CV

Diploma in Software Development

Institution name not on the source CV; add it here before using this master CV for an application that requires it.

EXPERIENCE

Pink Elephant **Mar 2026 – Present**

ServiceNow Software Developer / Engineer

- Hands-on ServiceNow development and automation for enterprise clients, alongside HaloITSM and Litmos delivery.
- Design, develop and deploy service requests and workflows into the Illovo ServiceNow production environment, from requirements through testing to controlled release.
- Develop Business Rules, Client Scripts, Script Includes, ACLs and GlideScript using Glide APIs and ServiceNow tables — including logic to alert on and flag VIP users on incidents and service requests.
- Delivered an automation use case end to end: an automated state-transition rule moving records from On Hold / Pending to In Progress after 3 business days (business-hours calendar), from design through testing to production — reducing stalled and lost records and protecting SLA performance.
- Built a REST/SOAP integration (PayFast ” HaloITSM ” Sage) using OAuth and JSON patterns to connect payment, service-management and finance systems.
- Work hands-on with Now Assist, enabling it and generating summaries and resolution notes, and testing AI-assisted outputs within the platform.

Adaptive **Apr 2025 – Mar 2026**

Technical Consultant

- Delivered ServiceNow-aligned ITSM solutions, translating requirements into workflows, configuration and controlled implementations.
- Designed API-driven integrations with DevOps and identity systems (Azure DevOps, Azure AD); produced data flows and technical specifications with stakeholders.
- Provided solution design, proof-of-concept validation, quality assurance and client advisory through delivery and adoption.

Telesure Investment Holdings **Aug 2024 – Apr 2025**

Support Team Lead

- Led SLA-driven support operations in a high-volume enterprise environment and acted as technical escalation point.
- Reduced response times from over eight hours to under two by improving triage, success metrics and operational controls.

Adaptive **Oct 2023 – Oct 2024**

Service Desk Team Lead

- Managed service desk operations aligned to ITIL best practice across incident and request fulfilment; supported workflow automation and reporting improvements while mentoring analysts.

Adaptive **Feb 2022 – Oct 2023**

Customer Care Analyst

- Delivered frontline ITSM support, building foundational experience across incident management, request fulfilment, prioritisation and customer communication.

CERTIFICATIONS

ServiceNow Certified System Administrator (CSA) **2026 – Present**

ITIL Foundation and Practitioner

ServiceNow Now Learning – Micro-Certification: Welcome to ServiceNow; 19 skills and 11 badges earned across Flow Designer, Subflows, Reports, Now Assist, UI Builder and Platform Analytics

ServiceNow Now Learning

CORE COMPETENCIES

ServiceNow Engineering

- JavaScript, Glide APIs, tables, ACLs, Business Rules, Client Scripts, Script Includes; scoped application development and application promotion; deployment through controlled environments

Automation & Integration

- Flow Designer, subflows and Integration Hub; REST and SOAP APIs, OAuth and JSON patterns; built PayFast ” HaloITSM ” Sage integration; Azure AD & Azure DevOps integration

AI-Assisted ServiceNow

- hands-on use of Now Assist (summaries, resolution notes and AI-assisted content) with output testing; ServiceNow AI Platform, Now Learning credentials in Now Assist and Flow Designer

Testing & Release

- system testing and debugging, regression testing, update sets and scoped-app promotion; working within change, security and release-management controls

Production Operations

- troubleshooting platform configuration, workflow, integration and production issues; documentation, runbooks and known-error information

ITSM & CMDB

- Incident, Problem, Change, Request Management and Service Catalog; CMDB and Configuration Item (CI) management; ITIL-aligned process design

Leadership & Support Operations

- led SLA-driven support teams, managed service desk operations, mentored analysts, improved triage and reporting