

# Andres M. Silva

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## EDUCATION

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**University of California, Los Angeles**

Los Angeles, CA

*Bachelor of Arts in **Psychology***

June 2021

- Dean's list (Year 1-3)
- GPA: 3.0
- Honors College (Year 1-3)

## RELEVANT EXPERIENCE

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**ServiceNow Administrator Trained-Tillman Labs**

Remote

*ServiceNow Systems Administrator*

September 2021– Present

- Learn the fundamentals of ServiceNow UI
- Create tables, workflows, etc.
- Created a text chat app

**ServiceNow Fundamentals Class**

Remote

*Student*

July 2022 – July 2022

- Master the fundamentals of ServiceNow functions
- Completed labs
- Import data, create client script, create knowledge base articles

## Notable Projects

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**ServiceNow Text Chat App**

Remote

*ServiceNow Systems Administrator*

April 2022 – May 2022

- Created a text chat app using HTML, CSS, and GlideRecord
- Enabled users to send text messages to others
- Had emoji functionality, font customization, and text message history log

**ServiceNow Capstone Project**

Remote

*Self-Taught*

July 2022 – July 2020

- Modified incident forms to support troubleshooting
- Created users, groups, and established roles
- Created and managed a flow designer

## Skills

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- Javascript, Glide, HTML, CSS, Service Catalog, CMDB, Service Portal
- Analytical thinker, great problem solver, and strong work ethic
- Positive attitude and desire to constantly improve