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| Alejandro Gutierrez | |  |  | | --- | --- | |  |  | | (702)510-2853 |  | | Aleguti813@gmail.com |  | |  |  | |  |  | |

To obtain a position that is challenging and allows me to use my skills and knowledge of ServiceNow and ITSM in a way that is beneficial to both my employer and myself, and will allow for growth and advancement.

# Skills

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| --- | --- |
| * Strong organizational and prioritizing skills with high level attention to detail * Knowledge of ServiceNow applications for Incident, Change, Problem, CMDB, reports and service catalog * JavaScript, HTML and CSS * Spanish speaker | * Excellent problem solving skills: strong thinking process with ability to apply creative solutions * Strong analytical abilities; provide actionable insights from data * In depth understanding of ServiceNow functionality and how ITIL processes can be implemented in ServiceNow. |

# Experience

### 08/2018 – PresenT

## SERVICE DESK ANALYST / DESERT RADIOLOGY

* 1st line support to all users providing excellent customer service identifies and resolves incidents within agreed Service Level Agreements (SLAs)
* ServiceNow service catalog – adding and modifying catalog items
* Refers to 2nd and 3rd level support teams when necessary
* Fulfill service requests throughout multiple applications such as DICOM, Intelerad PACS, Fuji RIS System, Windows and Microsoft programs

### 04/2018 – 08/2018

## FRONT DESK / ENCORE AT WYNN

* Provide Forbes 5-Star customer service
* Greet and register guests in a 2,034 room hotel using Opera OS, Windows 10, and Veridocs, and ensuring personalized service throughout guest stay
* Resolve guests complaints and escalate to appropriate department when necessary.

# Education

### 9/10/2020

## ITIL 4 FOUNDATION CERTIFICATION / DION TRAINING

### CONFIGURATION MANAGEMENT

### SERVICE DESK

### 8/13/2020

## CERTIFIED SYSTEM ADMINISTRATOR / SERVICE NOW

### CONFIGURATION MANAGEMENT / CMDB

### SERVICE CATALOG

### INTEGRATIONHUB

### 06/2015

## HIGH SCHOOL DIPLOMA / CLARK HIGH SCHOOL, LAS VEGAS, NV