

**Tzoni Litsai - Software Engineer | ServiceNow & AI-Focused**  
**Kingston Upon Thames, London, United Kingdom**

Email: [tzonilitsai@icloud.com](mailto:tzonilitsai@icloud.com) | Mobile: +447983571589 | [LinkedIn](#) | Github: <https://github.com/Fanisimos>

## Profile

Computer Science & Artificial Intelligence undergraduate with hands-on experience in ServiceNow UI Builder, configurable workspaces, and UX/UI implementation. Experience designing UI Builder pages, including page variants, component properties, event handlers, data resources, macroponents, modal dialogs, and responsive layouts.

Strong working knowledge of ServiceNow platform capabilities, including Flow Designer, Workflow Studio, JavaScript, HTML, CSS, and REST API integrations. Applies UX/UI best practices such as accessibility, responsive design, and information architecture across ServiceNow portals, workspaces, and mobile experiences.

Familiar with AI-enabled automation, workflow optimisation, and customer-focused technical delivery. Fast learner with a strong interest in ServiceNow consulting, enterprise UX, and digital transformation.

---

## Education

### BSc Computer Science & Artificial Intelligence

Mkpi uqp "Wpkxgtuk\ ".Nqpf qp

Gzr gev\ "I tcf wcvkp<424:

---

## PROFESSIONAL EXPERIENCE

### IT Support Analyst (ServiceNow

Environment) [Mgndtc{ ".Guj gt. "](#)

[Nqpf qp. "Wpkgf "Mkpi f qo Lcpwct{ "](#)

4246"6"August 2025"

- F grkxgtgf "vej plecnluwr r qtvwulpi "y g "UgtxlegP qy "r rchqto . "o cpci kpi "lpekf gpvu. "tgs wguu. cpf "y qtnhny u"crki pgf "y kj "K/KN"dgur tcevegu0
- Cevkxgn\ "gpi ci gf "y kj "gpf "wugtu"q"wpf gtucpf "vej plecn\cpf "dwulpguu"r tqdrgo u. "gputkpi uqnrwkpup" f grkxgtgf "o gcwctdrg"xcnw"cpf "lo r tqxgf "wugt"gzr gtkepeg0
- Cuukugf "k"kf gpvhl\ kpi "r tqegu"lo r tqxgo gpv\cpf "cwqo cvkp"qr r qtwpkkgu. "tgf welkpi "o cpwcn ghqt\vj tqwi j "Rqy gtUj gmluetk u"cpf "Kpwp" f gr m\ { o gpvu0
- Rtgr ctgf "erget"lpvgtpcnf qewo gpvcvqp"cpf "wugt/hcelpi "i wkf cpeg"q"uwr r qtv\eqpukugpv"ugt xleg f grkxgt { 0
- Eqmcdqtcvgf "y kj "etquu/hwpevkpcn\gco u"q"tguqkxg"eqo r ngz "vej plecn\kuwgu"tgo qvgn\ . o clpvclpki "utqpi "ewuqo gt "tgrcvkpupj k u0
- Uwr r qtv\ "kf gpvhl\ "cpf "ceegu"o cpci go gpv\j tqwi j "Cevkxg" f kgevq\ { . "r gto kuukpu. "cpf gpf r qlpv\eqphki wcvkp0

### Software Developer

[NkuCKVvej pqmji kgu. "](#)[Uwtdkqp. "Nqpf qp. "](#)

[Wpkgf "Mkpi f qo Pqxgo dgt"4245"6"](#)

Rtgupv"

- F grkxgtgf "c"hwu/ucem"Ckcuukugf "y gd"r rchqto "ht" c "WU/dcugf "erkp"v"o cpci kpi tgs vktgo gpvu. "f gxgnr o gpv. "f gr m\ { o gpv. "cpf "kgtcvkp" gpf /v/ gpf 0
- F guki pgf "uecnrdng"y qtnhny u"lpvgi tcvkpi "cwj gpvlec\kp. "r c\ { o gpvu. "pqvhl\cvkpup. "cpf "f cvc o cpci go gpv\wulpi "o qf gtp"enqwf "vej pqmji kgu0
- Ngxgtci gf "CKqqnu"q"ceegntcv" f gxgnr o gpv. "cwqo cvg"tgr gvkxg"vcumu. "cpf "lo r tqxg f gekukp/o cnkpi "ghhkegpe { 0
- Y qtngf "f kgev\ "y kj "ucngj qnf gtu"q"tcpuvcg"dwulpguu"pggf u"lpv\ "vej plecn\uqnrwkpup. r tqtkkukpi "lo g/v/xcnw"cpf "tgrkcdkx\ 0
- I clpgf "j cpf u/qp"gzr gtkepeg" f grkxgtkpi "tgr gcwdrg. "ewuqo gt/hqewugf "vej plecn\uqnrwkpup wpf gt "tgen/y qtrf "eqputclpu0

Projects

inkNfiber — Full-Stack E-commerce Platform (Client Project) [Inknfiber](#)

delivered a production-ready cloud platform for a US client, integrating payments, authentication, notifications, and automated workflows.

Focused on reducing manual operations and accelerating time-to-value through reusable components and automation.

Automation & Workflow Enhancements (Academic & Personal)

Built small automation tools and scripts to streamline repetitive tasks, improve reliability, and support data-driven decision-making

The Far Away WebApp — Workflow & UX-Focused Web Application [FarAway](#)

Designed and built a user-focused web application emphasizing clean workflows, state management, and usability.

Strengthened skills in translating user needs into structured, maintainable technical solutions.

Languages

English (fluent), Greek (native), German (basic)

HARD SKILLS

- |               |   |
|---------------|---|
| ○ Software    | ReactJS, NodeJS, JavaScript, MVC, Next.js   |
| ○ Programming | SQL, REST API, NPM  |
| ○ Dev-ops     | JSON, Scrum, Microsoft Azure, Git, Copilot, ChatGPT, Claude   |
| ○ Adobe       | HTML & CSS, Leaflet.js<br>Acrobat Pro, Photoshop, Illustrator, InDesign,<br>Premiere Pro, After Effects, Lightroom, XD. |

SOFT SKILLS

- Work Ethic
- Adaptability
- Problem Solving
- Communication

Technical & Professional Skills

- ServiceNow (Incident, Request, ITSM workflows)
- Workflow automation & scripting (PowerShell, Intune)
- JavaScript, TypeScript, React, Next.js
- AI-assisted development & automation
- REST APIs, SQL, Webhooks
- Cloud platforms & deployment
- Customer communication & technical documentation

Accomplishments

- ✓ Migrated domain for 1000+ device
- ✓ Identified critical payment bug
- ✓ Multilingual communication

CERTIFICATES

- Javascript
- Microsoft Intune
- Marketing, Copyright, SEO
- Windows 11