

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

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**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.

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## **Education**

### **BSc Computer Science & Artificial Intelligence**

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## **PROFESSIONAL EXPERIENCE**

### **IT Support Analyst (ServiceNow**

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### **Software Developer**

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## 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



| Soft Skills   | Technical & Professional Skills  | Accomplishments   |
|---|--|---|
| <ul style="list-style-type: none"><li>• Work Ethic</li><li>• Adaptability</li><li>• Problem Solving</li><li>• Communication</li></ul> | <ul style="list-style-type: none"><li>• ServiceNow (Incident, Request, ITSM workflows)</li><li>• Workflow automation &amp; scripting (PowerShell, Intune)</li><li>• JavaScript, TypeScript, React, Next.js</li><li>• AI-assisted development &amp; automation</li><li>• REST APIs, SQL, Webhooks</li><li>• Cloud platforms &amp; deployment</li><li>• Customer communication &amp; technical documentation</li></ul> | <ul style="list-style-type: none"><li>✓ Migrated domain for 1000+ device</li><li>✓ Identified critical payment bug</li><li>✓ Multilingual communication</li></ul> |

## CERTIFICATES

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