Iuri Oliveira Carvalho Sampaio

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20 years

Av. Franz Voegeli 900, Osasco, SP, 06020-190 – Ap 1309 Torre C.

Experience

- **Servicenow technical consultant** at nuvolax (02-2021 - 03-2022)

- **Frontend Developer** at Claimfy (03-202 - 06-2023)

Academic Formations

- **Network Technologist**

  Computers (2020-2022)

  FATEC Osasco – Prof. Hirand Salazar

- **Development Technician**

  Systems (2019-2020)

  SENAI Jandira – professor Vicente Amato

Technical knowledge

- Development of Script Includes, Business Rules, Client Scripts, UI Policies, UI Actions, Scheduled Scripts, Endpoints in servicenow API, Mail Scripts

- Development of integrations between servicenow and third-party platforms via API REST and SOAP type

- Configuration of integrations with AD

- Building servicenow service portals

- Development of widgets, templates and directives in Angular to be used in the customer servicenow portal

- Construction of satisfaction surveys, dashboards

- Configuration of SLAs, Assignment Rules, CMDB and data loads in the tables of the servicenow

- Development of Flow Desiners and Workflows to control the workflow of customers

- Development of pages with react and angular

- Development of APIs with node and python

CERTIFICATIONS

- **CSA**
- **CIS ITSM**
- **SCRUM FOUNDATION**
- **ITSM SUITE**

LANGUAGES

- **English:** Intermediate level •
Spanish: Basic level

PROJECTS

• Implementation of Servicenow ITSM at ATENTO •

Creation of a new service portal for Hospital Alemão Osvaldo Cruz •

Participation in the support of Servicenow ITSM for clients such as UNICRED, HAOC, MESSER and

RENAULT • Creation of an engine for asset due diligence in servicenow for Claimfy