



# Panagiotis Gkantzos



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Highly motivated and results-driven **Computer Engineer** with an Integrated Master's degree in **Computer Engineering & Informatics**. Specializing in **ServiceNow** development, IT service management, and business process automation. Currently I am working as a **ServiceNow Consultant** at **Performance Technologies S.A.**, with hands-on experience delivering tailored solutions on the ServiceNow platform. Expertise in driving operational efficiency and business process improvement through the design, development, and integration of ServiceNow applications.

Skilled in **ServiceNow administration, application development, and functional implementation**, with a strong track record of delivering high-quality solutions on-time and within scope. A collaborative team player with a proven ability to communicate complex technical concepts to non-technical stakeholders. Committed to continuous learning and staying at the forefront of technology trends.

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## CERTIFICATIONS



- ServiceNow Certified System Administrator (**CSA**)
- ServiceNow Certified Implementation Specialist – IT Service Management (**ITSM**)
- ServiceNow Certified Application Developer (**CAD**)
- ServiceNow Certified Implementation Specialist – Customer Service Management (**CSM**)
- ServiceNow Certified Implementation Specialist – Strategic Portfolio Management (**SPM**)

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## EDUCATION

### MSc in Computer Engineering & Informatics

University of Patras | 2015 – 2021

GPA: 6.62

- Focused on system design, software architecture, and programming languages.
- Completed projects involving automation, cloud computing, and software development.

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## PROFESSIONAL EXPERIENCE



**Performance Technologies S.A.** | Athens, Greece (Remote)

### **ServiceNow Consultant & Developer** *Jul 2024 – Present*

- Team Lead end-to-end ServiceNow solution implementations, focusing on client-specific ITSM, CSM, and SPM needs.
- Provide expert guidance in the configuration and customization of ServiceNow modules, ensuring alignment with business goals and IT requirements.
- Design, develop, and deploy ServiceNow workflows, UI/UX components, and business rules, optimizing the user experience and streamlining business processes.
- Conduct technical troubleshooting and root cause analysis, resolving issues and minimizing downtime.
- Collaborate with cross-functional teams to ensure seamless integration of ServiceNow solutions into existing business systems and processes.



Deloitte (DACC) | Patras, Greece (On-site)

### **ServiceNow Business Analyst & Developer** *Oct 2022 – Jul 2024*

- Analyzed and gathered business requirements, translating them into actionable technical specifications for ServiceNow implementations.
  - Conducted workshops with key stakeholders to identify opportunities for business process optimization, leading to successful ITSM solution implementations.
  - Customized ServiceNow modules, including Incident Management, Change Management, and Service Catalog, to address client-specific requirements.
  - Developed comprehensive documentation, ensuring alignment between client expectations and ServiceNow configuration.
  - Played a key role in the successful rollout of ServiceNow implementations, ensuring quality standards and timely delivery.
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### **TECHNICAL SKILLS**

- **ServiceNow:** System Administration, ITSM, CSM, SPM, Application Development, Service Catalog, Incident & Change Management, Business Rules, and UI/UX Customization
  - **Programming:** JavaScript, HTML5, CSS3, Python, SQL
  - **Development Tools:** Git, Jenkins, Visual Studio Code, Eclipse
  - **Methodologies:** Agile/Scrum, ITIL Framework
  - **Other Tools:** Microsoft Office Suite, Jira, Confluence, SharePoint
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### **ADDITIONAL INFORMATION**

- Actively participate in industry seminars, conferences, and workshops to stay up to date with the latest ServiceNow features and trends in IT service management.
- Strong commitment to continuous professional development, including ongoing studies and certifications to enhance technical skills.
- Fluent in English and Greek, with strong communication skills in both languages.