

Panagiotis Gkantzos



panosgaz3@gmail.com



(+30 6985959766)

Highly motivated and results-driven **Computer Engineer** with a 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.

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**)

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.

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.

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

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.