



Panagiotis Gkantzos

ServiceNow Technical Consultant & Developer

Results-driven **Computer Engineer** with an **Integrated Master's degree in Computer Engineering & Informatics** and specialization in **ServiceNow development**, ITSM, and business process automation. Currently a **ServiceNow Consultant & Developer** at **Performance Technologies S.A.**, delivering tailored solutions that enhance operational efficiency. Skilled in ServiceNow administration, application development, and functional implementation, with a proven record of on-time, high-quality delivery. Strong communicator committed to continuous learning and innovation.

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 GitHub

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 LinkedIn

Work Experience

ServiceNow Consultant & Developer

Performance Technologies S.A. | Athens, Greece | 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.
- Collaborated with cross-functional teams to integrate Now Assist GenAI features with existing ITSM and CSM modules, ensuring secure and compliant data handling.
- Developed and configured Now Assist for CSM experiences, including case summarization, email draft generation, and knowledge suggestion workflows.
- Created and optimized Prompt Templates using dynamic placeholders.
- Implemented custom Context Packs to provide CSM-specific grounding for LLM responses.

Skills

ServiceNow: ITSM, CSM, SPM, App Dev, Service Catalog, Flow Designer, Business Rules, UI Policies

Now Assist GenAI: Prompt Management, Context Packs, Prompt Templates, Studio, AI Governance

Integrations: REST APIs, Scripted REST, Integration Hub, OpenAI / Azure OpenAI Connectors

Programming: JavaScript, Glide API, HTML5, CSS3, Python, SQL

Languages

English — Fluent (C2)
Greek — Native

Interests

Emerging technologies and AI-driven automation.

Software development and open-source projects

Tech communities and mentoring

Traveling, fitness, and photography

ServiceNow Business Analyst & Developer

Deloitte (DACC) | Patras, Greece | Oct 2022 – Jul 2024

- Delivered CSM implementations for global clients, optimizing case lifecycle, SLAs, and knowledge management processes.
- Supported early-stage Now Assist enablement initiatives, identifying automation opportunities through AI-assisted workflows.
- Partnered with stakeholders to design user stories and functional requirements for GenAI adoption in ServiceNow ecosystems.
- 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.
- Led agile sprints integrating ITIL-aligned processes with ServiceNow ITSM and CSM modules.

ServiceNow Freelance consultant

Freelance-Contract | Patras, Greece | Oct 2022 - Present

- Designed and implemented web and ServiceNow-based solutions tailored to client needs.
- Built REST integrations, automation scripts, and custom applications.
- Collaborated directly with clients to gather requirements, define project scope, and deliver scalable solutions.
- Managed end-to-end development cycles independently, ensuring quality and client satisfaction.

Education

MSc in Computer Engineering & Informatics

University of Patras | 2015 – 2021 | GPA: 6.62

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

Main-Line ServiceNow 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)
- ServiceNow Certified Implementation Specialist – Hardware Asset Management (HAM)