



ABOUT ME

ServiceNow Certified System Administrator with HTML, CSS, and JavaScript knowledge, I bring a positive and cheerful attitude to any team. My passion for learning led me to explore Service Now, acquiring a fundamental understanding of its functionalities and development approach. I am eager to further develop my expertise in Service Now and become an accomplished professional in this field.

CONTACT ME

+48 726 09 60 50

lewandowski.michau@gmail.com

www.chicken.com.pl

[LinkedIn](#)

Os. Dębina
61-450 Poznań

COURSES CERTIFICATES

Certified System Administrator ServiceNow

2023 [LINK](#)

Java from Scratch

SOFTWARE DEVELOPMENT ACADEMY

2018 [LINK](#)

ECDL - CORE

MCSK
2009 [LINK](#)

EDUCATION

Geodesy and Cartography

Kuyavian-Pomeranian
UNIVERSITY OF BYDGOSZCZ
2011 -2015

HOBBY

FPV Drones

Magic: The Gathering Arena

Fan of all sport activities

Sudoku puzzles

Michał Lewandowski

Junior ServiceNow Developer

ServiceNow Certified System Administrator

WORK EXPERIENCE

Junior ServiceNow Developer

2023

SPOC S.A. | Poznań

- Maintained and developed client requirements in a company that recognized and valued my skills.
- Completed an internal training scheme on Service Now, coding, and procedures prior to transitioning to the production environment.
- Learned the importance of teamwork, problem-solving, and effective collaboration.
- Discovered a passion for working with Service Now and decided to pursue a career path as an expert in the field.
- Obtained the Certified System Administrator certificate as the first step towards achieving expertise in Service Now.

Senior Surveyor

2020-2022

BYLOR | Bridgwater - England

- Gained valuable life skills while working for Laing O'Rourke in the BYLOR joint venture.
- Developed an understanding of diverse cultures and the importance of equality, diversity, and inclusion through international work experience.
- Acquired knowledge of workplace security, including both physical and cyber aspects.
- Excelled as a surveyor and achieved a promotion to senior surveyor.
- Undertook challenging surveying tasks and provided mentorship to apprentices on the team.

Surveyor

2015-2020

NORDGEO | Gdańsk

In my first job, I gained essential skills in teamwork, time management, and coordination. I took on increasing responsibilities, such as overseeing team members, project planning, and decision-making. Seeking new challenges, I decided to explore opportunities abroad.

SERVICENOW EXPERIENCE

As a junior ServiceNow developer, I have already made significant contributions to my role and have proven myself as a valuable member of a team. Here are some of my accomplishments in the ServiceNow field:

- Demonstrated a deep understanding of client requirements by collaborating closely with them to finalize the desired products.
- Maintained effective communication with both clients and team members, addressing any questions or concerns that arose during the development process.
- Showcased strong problem-solving skills and adaptability in addressing client needs and ensuring the successful delivery of the catalog items.
- Independently developed approximately sixty new catalog items, showcasing my ability to work autonomously
- Managed a diverse range of daily challenges, including customer requests, incidents, and changes.
- Successfully handled tasks of varying complexity, from simple and quick actions like user creation and form field deactivation to more intricate assignments involving SLAs, ACLs, workflow modifications, and Virtual Agent functionality.
- Demonstrated strong prioritization skills in efficiently managing and resolving tickets within specified timelines.
- Proactively engaged with customers to gather necessary information and ensure accurate problem understanding.
- Collaborated effectively with the team to find optimal solutions, leveraging collective expertise and knowledge.

ADDITIONAL

ENGLISH: fluent

Driving licence cat. B

Visual Studio Code

HTML, XML, CSS

JavaScript, Angular

highly creative

collaboration encourager

calm

people person

cheerful