Misgana Daniel Dauro

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SUMMARY

- Delivered process improvements through ServiceNow for enterprises, streamlining and boosting agent productivity through automation (flow designer, PAD).
- Developed custom ServiceNow solutions in modules like ITSM, CSM, and S2P.
- Worked closely with cross-functional teams to troubleshoot and debug ServiceNow applications, leading to a reduction in downtime and improved user satisfaction scores.
- Proven ability to train and support end-users on ServiceNow, ensuring smooth adoption within organizations.
- Created and maintained technical documentation for ServiceNow applications, ensuring compliance with industry standards and best practices.
- Successfully trained 10+ ServiceNow administrators, equipping them with the necessary skills to manage and optimize the platform.

EDUCATION

B. Sc (bachelor's degree in computer science)
Unity University
2015 - 2018

SERVICENOW TECHNICAL EXPERTISE

- Form design	- UI policy	- Dashboard	- User acceptance testing
- Form layout	- Flow designer	- Service Catalog	- Test scripts
- List Layout	- ACL	- Change management	- As-built documentation
- Business rule	- Workspace	- Instance upgrade	- Technical specification
- Script includes	- Portal	- End-user training	
- Scheduled job	- Integration		

EXPERIENCE DETAILS

Worked as a ServiceNow Solutions Engineer for **Dengene Technologies Solutions PLC**, Addis Ababa, **July 2021 – Present**

Worked as a Junior Software Engineer for **AIT IT Solutions and Cybersecurity Consultancy Plc**, Addis Ababa, **Dec 2020 – Jun 2021.**

Worked as an ICT Instructor for **School of Nations**, Addis Ababa, **Sep 2018 – Nov 2020.**

Project #1:
Client: Glencore
Role: ServiceNow Solutions Engineer
Project: Source to Pay (S2P) Enablement
Effectively implemented and onboarded eight critical Source-to-Pay (STP) processes for a prominent global natural resource company. This encompassed the seamless integration of Know Your Counterpart (KYC), Purchase Orders, and Accounts Payable to mention a few following stakeholder requirements and industry best practices. Employed specialized skills in STP portfolio management to ensure a streamlined and efficient implementation process. The outcome was noteworthy operational efficiency gains, cost savings, and an enhanced user experience for the organization.
Responsibilities:
- Creating record producers for data input.
- Creating flows to automate processes in the S2P process.
- Configuring the CSM workspace for agents.
- Creating scripts (business rules, UI policies, scheduled jobs)
- Developing test scripts for end users to test the solution on the TEST instance.
- Preparing As-build documentation

Project: #2
Client: CSU
Role: ServiceNow Solutions Engineer
Project: Instance upgrade and resolve skipped records
Led the successful upgrade of a client's ServiceNow platform to the latest version, driving increased operational efficiency, cost savings, and a better user experience. The project involved a meticulous approach, from thorough assessment and data safeguarding to comprehensive testing, tailored customization, and a smooth go-live transition. Post-upgrade support ensured functionality, issue resolution, and clear communication, ultimately resulting in streamlined processes, reduced costs, and a more intuitive platform for employees.
Responsibilities:
- Scheduling an instance update with ServiceNow.
- Overviewing the instance upgrade in real-time.
- Preparing a summary of the instance upgrade.
- Addressing skipped records in the DEV instance first then move the fixes to TEST and PROD.
- Testing the updated instance making it ready for the go live.

Project #3:
Client: Sure
Role: ServiceNow Solutions Engineer
Project: ServiceNow IT Support
Transformed a client's service management with customized ITSM & CSM configurations, boosting user experience and agent productivity. I tailored workspaces for intuitive navigation, implemented automation to eliminate repetitive tasks, and delivered a streamlined ServiceNow experience. The result? Agents resolved issues faster thanks to automation, handled more tickets with efficient workflows, and clients enjoyed improved self-service and visibility.
Responsibilities:
- Automating repetitive tasks and workflows.
- Configuring the CSM workspace form views making it easier for their agents.
- Customizing OOB ITSM processes.
- Customizing OOB case management processes.