

# ALEXEY LI

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## SUMMARY

Experienced ServiceNow Developer with expertise in advanced integrations, custom applications, and portal and widget development. Proficient in ITSM, CMDB, CSDM, Integration Hub, Catalog Items and Requests. Over 5 years of experience in technology and management, across multiple industries and geographies, with a focus on user experience, clear communications, accuracy and efficiency.

## EXPERIENCE

**10/2023 to 08/2024**

### **ServiceNow Consultant**

**HappeningIT** - Vilvoorde, Belgium

- Developed custom integrations, including GLPI for Hardware and Software and LinkedIn for HR processes
- Connected local ChatGPT(Ollama LLM) via MID server to identify critical incidents.
- Configured portals, including custom widget creation
- Created custom applications, including Badge Request
- Configured platform features, including Agent Workspace, Flow Designer, Virtual Agent, mobile apps, CMDB, ATF
- Developed and maintained code on platform, including Script Includes, Business Rules and more
- Performed functional testing
- Led workshops to gather requirements
- Performed demos to stakeholders
- Conducted Agile ceremonies with team

**09/2022 to 09/2023**

### **Java developer (Apprenticeship)**

**INTEC BRUSSEL** - Brussels, Belgium

- Designed and developed a universal WEB application for messaging API using SpringBoot for backend
- MongoDB for the database and Redis for connection management
- Implemented Twillio for authentication, to ensure secure access to the application –2FA–
- Developed a webshop - using Spring Boot for the backend, MySQL for database and JPA–Hibernate for connection management with REST API, I used Angular for front-end development

**06/2020 to 08/2021**

### **Sales manager**

**Carat Gold** - Almaty, Kazakhstan

- Jewellery consulting.
- Sales
- Valuation.

**10/2018 to 12/2019**

### **CNC milling machine specialist**

**Dunpo CNC** - Asan, South Korea

- Responsible for operation of CNC milling machine.
- Quality control of manufactured units.

**05/2016 to 08/2018**

### **Deputy general manager**

**Vitrine solutions** - Almaty, Kazakhstan

- Created the SRS (Software Requirements Specification).
- Collaborated with design and sign-off.
- Assisted with UX–UI designs.
- Performed functional testing of applications.
- Partnered with 23 clients.

12/2014 to 04/2016

**PR manager**

**business website "Kursiv.kz"** - Almaty, Kazakhstan

- Sold website placements.
- Developed advertising strategies for clients.
- Partnered with companies such as KCell, Allur Auto, Beeline, Samsung.

07/2013 to 09/2014

**Entertainment Department (Supervisor manager)**

**Park resort "8ozer.kz"** - Almaty, Kazakhstan

- HR management.
- Sales.
- Customer service training.
- Accounting inventory.

## SKILLS

- ServiceNow Administrator
- ServiceNow Development
- ITSM
- HRSD

**Soft Skills:** Clear communication, people leader, management

**Programming languages:** JavaScript, TypeScript, Angular, Java, HTML, CSS, and Spring Boot

**Applications and Software:** Git, Docker, kubernetes, Azure devops, Jira, Trello, Corel Draw, Adobe Photoshop, SmartDraw, Teams, MS Office packet.

**OS:** Mac, Linux, Windows.

## CERTIFICATIONS

- Certified ServiceNow Administrator (CSA)
- Xanadu Delta - ServiceNow Certified System Administrator
- Certified Implementation Specialist - IT Service Management (CIS-ITSM)
- Xanadu Delta - Certified Implementation Specialist IT Service Management
- Certified Implementation Specialist - Human Resources (CIS-HRSD)
- Xanadu Delta - Certified Implementation Specialist Human Resources
- Certified ITIL 4

**List micro-certifications:**

Suite Certification Application Developer Core Skills Micro

Now Assis for IT Service Management(ITSM) Implementation Bootcamp

Accreditation

CMDB Health

Automated Test Framework

Flow Designer

Performance Analytics

Service Portal

Integration Hub

## EDUCATION

09/2023	Java Enterprise Developer INTEC BRUSSEL - Brussels, Belgium
01/2025	ServiceNow NowLearning - Vilvoorde, Belgium
01/2011	Finance, accounting, analysis and audit Kainar University - Almaty, Kazakhstan

LANGUAGES

<b>Russian:</b>	C2	<b>Kazakh:</b>	C2
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Proficient		Proficient	
<b>English:</b>	C2	<b>Dutch:</b>	C1
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Proficient		Advanced	
<b>Chinese (Mandarin):</b>	B1	<b>Korean:</b>	A2
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Intermediate		Elementary	

WEBSITES, PORTFOLIOS AND PROFILES

<https://www.linkedin.com/in/alexey-li-kz>  
[https://alekseylee.github.io/my\\_portfolio/index-eng.html](https://alekseylee.github.io/my_portfolio/index-eng.html)