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

Entertaiment 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 Boott

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

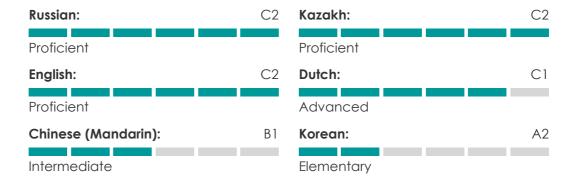
01/2025 ServiceNow

NowLearning - Vilvoorde, Belgium

01/2011 Finance, accounting, analysis and audit

Kainar University - Almaty, Kazakhstan

LANGUAGES



WEBSITES, PORTFOLIOS AND PROFILES

https://www.linkedin.com/in/alexey-li-kz https://alekseylee.github.io/my_portfolio/index-eng.html