**Certified in ITIL - Senior Developer & Administrator**

**Alonso Eloy Bayona Frausto**

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**Profile: 2 years of experience as a ServiceNow developer and 8 years of experience in web development using Java.**

## PROFESIONAL EXPERIENCE

**TATA Consultancy Services** (July 2011 to present)

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| Customization and creation of ServiceNow modules | | | |
| Client: | NA | Date: | July 2011 – Actual |
| Role: | Project Leader | Services: | Development/Migration |
| Technologies: | ServiceNow(Tables, ACLs, Forms, Lists, Policies, Client Scripts, UI Macros, Record Producers, Catalog Item, Workflows, UI Actions, UI Pages, Business Rules, Notifications, Event, Reports, Import Sets, Transform Maps, Scheduled Jobs) HTML, CSS, XML, Java Script, Prototype, Jelly. | | |
| Activities: | * Gather and refine requirements from process owners for the INC, PRB, CHM, SRM, SACM, SAM, and KM modules. Based on this information we provided estimates in order to decide what customizations would be tied to a specific release. * Design and development of notifications, workflows, forms, lists, configuration items and data feeds. * Unit test customizations, perform peer reviews, and create testing instructions before handing over to testing team. * Use a ServiceNow custom module to track all customizations and provide detailed development documentation as well as real time status updates. * Organize, merge, and resolve conflicts in Update Sets in preparation of migrations between ServiceNow instances. * Do skipped object reviews and resolve conflicts between custom code and out of box code when a new ServiceNow release was moved into production using a stepwise approach. * Use agile scrum methodology with 2-3 month release cycles. * Write weekly progress reports and gather SLA metrics in order to create a monthly report detailing the team’s progress and effort breakdown. | | |

**Universidad Tec Milenio** (March 2010 to July 2011)

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| Teaching introductory programming courses | | | |
| Client: | NA | Date: | March 2010 - July 2011 |
| Role: | Profressor | Services: | Teaching |
| Technologies: | Blackboard 9.1, Java, C++, MS Office Suite | | |
| Activities: | * Used Blackboard 9.1 in order to prepare lectures, review assignments, receive student feedback, communicate with students, coordinate classroom activities, build quizzes, and check homework. * Create quizzes and exams in order to evaluate students. * I have taught various courses including introductory courses in Java and C++, topics on information security, disaster recovery with process evaluation and risk management, and integration project for IT administration. | | |

**Peletera Paso del Norte S. de R.L. de C.V.** (June 2007 to July 2011)

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| Design and develop POS and inventory system | | | |
| Client: | NA | Date: | June 2007 – July 2011 |
| Role: | Partner / Programmer | Services: | Development and administration |
| Technologies: | JAVA Swing, JASPER Reports, Barbecue (Barcode Library), JAVA Servlets, JSP, JAVA El, AJAX, JQuery, Tomcat, and PostgreSQL | | |
| Activities: | * Designing, developing and installing an inventory and point of sale system. * Developing web application to manage our supply chain procedures. * Involved in the decision making process that focuses on increasing sales and taking advantage of new business opportunities. * Managing payroll, scheduling payments, and generating inventory and sales reports. * Managing a team of eight workers. * Trained other partners in the use of the inventory and point of sale system. | | |

**XIMIS Inc.** (March 2004 to June 2007)

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| Internal projects. | | | |
| Client: | NA | Date: | March 2004 – June 2007 |
| Role: | System Analyst | Services: | Development |
| Technologies: | JSP, JAVA Servlets, Struts, Webstart, C# .NET, PostgreSQL, CSS, JavaScript and HTML. | | |
| Activities: | * Developing a radiology information system (RIS) using JAVA web technologies. * Involved in the process of gathering requirements by interviewing clients, generating a design based on these requirements, and implementing the design. * Involved in the testing of individual modules of the web application as well as integration testing. * Training new programmers so that their skill level and knowledge of the RIS increases at a faster pace. * Debugging and maintaining existing code. * Providing customer support as well as training both remotely and on-site for international and local clients. * Working with other companies in order to integrate our RIS system with different technologies like Digital Dictation, and Voice Recognition software. | | |

## EDUCATION:

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| **University of Texas at El Paso** | El Paso, Texas | 1999/2003 |
| Computer Science |  |  |
| **Instituto Tecnologico y de Estudios Superiores de Monterrey Campus Cd. Juarez**  HighSchool | Cd Juarez, Mexico | 1996/1999 |

**Certification/DATE**

* ITIL version 3 Foundation certification / June 2012.
* Sun Certified Programmer for the Java 2 Platform, SE 6.0 certification / December 2009
* Programming in HTML5 with Javascript and CSS3 Microsoft certification / February 2013.

**AWARDS:**

* Completed a 6 month course covering Linux System Administration, JAVA Certification preparation, and Oracle 10g at Universidad TecMilenio campus Ciudad Juarez.
* Attended RSNA 2004, RSNA 2005 and RSNA 2006, as an exhibitor for XIMIS Inc.
* Attended ECR 2007 as a technical advisor for XIMIS Inc. and met with Philips engineers while in Vienna to receive training on their Voice Recognition API.
* Dean’s list Spring 2000, Spring 2001, Fall 2001, Fall 2002.
* Member of the Honors Society.
* Accepted in the REU program for Spring 2002, Fall 2002, and Spring 2003.
* Invited to join the Golden Key Honors Society.
* Attended UGC 2003 (Users Group Conference) in Bellevue WA and assisted in a BOF concerning Performance Counters and PAPI (Performance API).
* Co-Authored a paper for UGC 2003 Conference Proceedings:

Moore, S., D. Terpstra, K. London, P. Mucci, P. Teller, L. Salayandia, A.  
Bayona, and M. Nieto. “PAPI Deployment, Evaluation, and Extensions,”  
*Proceedings of Users Group Conference 2003*, Bellevue, WA, June 2003.

* Attended as a student volunteer to SC2003 (Super Computers) conference in Phoenix AZ.

## LANGUAGES:

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| Spanish native speaker, English fluent, French Basic |