**Azanias Sanchez Urbano**Service-Now Developer

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IT Professional with 7 years of total IT experience, 5 of which have been devoted to **IT on-site and remote support**, 1 year as **FileMaker Pro developer**, 1 year as **Java developer** and 1+ years as **Service-Now developer** with experience in implementation, support, development and administration. My most recent project includes the implementation of several modules extended from Task table, data migration, integrations and others.

Other skills include meeting with customers to gather requirements, designing, scripting and collaborating with an off-shore development team while participating hands-on in the implementation.

**PROFESSIONAL SUMMARY**

* 7 years of total IT experience in IT Support, Designing, Coding, Development, Testing and Implementation with FileMaker Pro, Java and Service-Now.
* Experience with web technologies (XML, HTML, JS, etc.)
* Excellent skill in understanding Clients Business Case; develop and deliver a quality product as per the requirements and specifications within the committed timelines.
* Experience in Client Side Programming using Java
* Experience in On Demand integration using Service-Now frameworks.
* Experience in Business to Business Integrations using web services.
* Catalogued projects from conceptual phase to go-live phase by utilizing Technical and Project Management skills.
* Quick learner, good team player and committed to the project goals.

**PROFESSIONAL CERTIFICATIONS**

* Oracle Certified Professional, Java SE 6 Programmer
* Six Sigma Green Belt Certified
* LEAN Trained
* ITIL V3 Trained
* Microsoft Technology Associate: Windows Operating System Fundamentals.
* Microsoft Certified Professional.

**TECHNICAL SKILLS**

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| **Programming Languages** | C, C++ and Java |
| **Web Technologies** | XML, HTML |
| **Web & Application Servers** |  |
| **Databases** | FileMaker, SQL Server |
| **Operating Systems** | Mac OS X 10.4 – 10.8 and Windows XP, 7, 8 |
| **Framework** | ITIL V3, Service-Now |
| **IDE** | Eclipse, Visual Studio, Xcode |
| **Scripting Languages** | Java Script, Apple Script |
| **Version Control Systems** |  |
| **Job Schedulers** |  |
| **Other Tools** | HP ALM |

**AWARDS**

* Performance Monthly Award (2008, 2009)
* Certification of Appreciation (2008, 2012, 2013)

**PROFESSIONAL EXPERIENCE**

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| Service-Now Developer | | | |
| Company: | TCS | | |
| Client: | GE-Energy | Dates: | September 2012 to date |
| Technologies: | Service-Now modules: Record Producers, Reports, Data Import, Custom Asset Management, Background Scripts, Business Rules, UI Macros, UI Policies, UI Actions, Workflows, Notifications. | | |
| Activities | Service Now:  Service-now enterprises and service provides a unique solution to successfully manage service levels. The custom service management functionality allows GE Energy to manage crucial support, service and business processes to successfully deal with today's complex business management challenges.  This is a new implementation of much of the GE Energy Support, Service Process and Management Operation with ITIL V3 Framework in Service-Now web interface and more being migrated at the time. These services mainly include the automation of the support and service operation, maintenance of SLA metrics across process and warranties procedures.  Major Implementation:   * Custom applications, all made to manage every single and individual need of a particular business line. * Automation of support process on the GE Energy Applications (Shared Business). * Business to Business integrations via web services. * Automation on Outage communication * New User Interface for Web helpdesk user. * Metrics Reports. * On Demand Module Integration.   Responsibilities:   * Understanding Client’s Business Case and responsible for translate it into code for the final application. * Collaborate with offshore in development and delivery of the quality product as per the requirements and specifications within the committed timelines. * Identify the reusable components, decouple the unit and design them as services. * Creation and Design of much of the new forms, notifications and reports for the application. | | |

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| Java Developer | | | |
| Company: | Compucaja | | |
| Client: | Compucaja | Dates: | October 2011 to September 2012 |
| Technologies: | Java, Eclipse. | | |
| Activities | Java:  Java is a programming language, platform-independent and secure, with this platform Compucaja creates and deploys a POS in order to facilitate those independent medium-sized companies to increase sales and make the processes of maintain control over inventory.  Major Implementation:   * GUI for the front end application.   Responsibilities:   * Analysis of defects in several cases, responsible for applying fixes. * Coordinate with onsite in development team for defect and enhancement implementation. * Coordinate with onsite in support team for defect raising. | | |

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| Technical Support | | | |
| Company: | DM Soluciones | | |
| Client: | DM Soluciones | Dates: | February 2010 to August 2011 |
| Technologies: | Windows 7, IP Cop, Networking, SolidWorks PDM. | | |
| Activities | Windows 7:  Operating system an Enterprise Standard, all the company’s operations and products are based on this technology, based a windows only CAD reseller it was natural for them to adopt this technology.  IP Cop:  Open source proxy and firewall server, helped improve overall internet security and since it was very customizable the security levels were so easy to apply to the different user needs.  SolidWorks PDM:  Product Data Management software integrated into the SW core and able to integrate into Windows systems. Allows the control and version management of all the CAD data generated from SolidWorks and any of the companion software and solutions.  Major Implementation:   * Infrastructure re-location. * Proxy and firewall server, at a corporate level. * Reliable onsite IT support. * Only local SolidWorks PDM instructor.   Responsibilities:   * IT support for two of the facilities of the company. * Proxy management. * Infrastructure maintenance. * SolidWorks PDM instructor. | | |

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| Remote Technical Support Lv. 1 | | | |
| Company: | Teletech | | |
| Client: | HP | Dates: | March 2008 to November 2009 |
| Technologies: | Windows XP, HP Printers and multifunctional printers. | | |
| Activities | HP Printers:  HP is a major hardware and software services to small- and medium-sized businesses and large companies. Our division was aimed for home and home-office products and the now defunct digital cameras division.  Teletech provided off-shore support for all the US located customers who own or purchase any of the home and home-office products, allowing them to provide reliable support in a wider time-frame and not limited to the US time zones.  Major Implementation:   * Performance Monthly Award.   Responsibilities:   * Provide great experience to the customer who use the telephone support. * Help customers to resolve any HP equipment related issue, from FAQ’s to installations and warranty support. * Increase the company’s revenue by facilitating the customer a way to obtain consumables for their products and / or warranty services. | | |

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| IT support, DB Developer | | | |
| Company: | MOS | | |
| Client: | MOS | Dates: | August 2006 to February 2012 |
| Technologies: | Mac OS X, FileMaker Pro, iWork, Networking | | |
| Activities | Mac OS X:  The must know and distributed UNIX based operating system, developed by Apple Inc. build over the NeXT is one the more secure and robust operating system now.  Helped us to implement a common OS across the organization, improve the user experience and create a reliable data repository.  FileMaker Pro:  An Apple subsidiary which develops FileMaker Pro a graphical easy-to-use Data Base which allowed our organization to deploy in a faster way our data repository. Increasing the productivity and decrease the data loss risk. It helps us create a good looking tool in no time.  iWork:  Apple in-house develop office suite, composed of Keynote, Pages and Numbers, is an intuitive user-friendly suite which empower the user with professional grade tool in an easy-to-use interface.  Major Implementation:   * Data base application for the very custom needs of the department. * Successful system migration, from PC to Mac, one of the first across the company. * File sharing system. * Remote assistance tool. * Reliable infrastructure maintenance. * Easy reporting tool. * OS X Server implementation.   Responsibilities:   * Data base application development and maintenance. * Hardware and software support, all of it Mac related. * Data saving. * IT equipment, consumables and networking tools acquisition. * Administrative tasks. * Local helpdesk. | | |

**EDUCATIONAL QUALIFICATION**

**Under-Graduation**

Degree: Bachelor Degree in Computer Science

College/Campus: Facultad de Contaduría y Administración, México

University: Universidad Nacional Autónoma de México (UNAM), México.