**Arturo Reyes**

**Service-Now Administrator and Developer**

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Arturo is a senior consultant with more than 10 years of experience and with 3+ years of experience in ServiceNow administration and development. Besides of installation and implementation, Arturo has developed complex interfaces that interact with the core ServiceNow application making it more robust for the client.

Arturo is also ITIL certified in V2 and V3, making him an excellent consultant for Service-Now.

**EDUCATION Master in Business Administration, ITAM**, México DF (Exchange student with ESSEC Paris, France) 1994-1999

**Information Sciences Bachelor, UPIICSA**, México D.F.

**EXPERIENCE**

**2009 - 2013 | Compucom, Service-Now development and administrator**

México D.F. and Spokane, Washington

Project: create a service catalog item with workflow to allow users to ask for data upload requests from the Service catalog in Service-Now.

Project: feed process automation. Design and develop one .Net application to automate Service-Now data uploads through the use of a scheduler (.Net 2008 C#, javascript and Service-Now Berlin release). Direct web services are used as well as email notification, business rule and events. The upload request is launched from the .net application and processed at the SN side. A second version of the same application allows to do same data uploads upon user request.

Project: design and develop application to enable users to generate Service-now backups of many tables. Related records can be included as well (direct web services, XML, Scripted web services, .Net 2008 C#, javascript). This same application allows the user to restore the backups (using SOAP calls, java script and .Net C# 2008). This development overcomes the issue of not having access to Service-Now databases.

Lead, design, develop and maintain the data upload tools for Service-Now migrations and data uploads requests (import sets, javascript, transform maps, table creation). Many objects are considered: users, locations, groups, group members, companies, domains, cost center, department, hierarchy level and type, configuration items (all classes), CI Alias, Ci relationships, product models, (configuration management), multiple approval groups per Configuration item (change management), choice lists, holidays, schedules, task SLA, support functions (customized CI class), asset contracts, software license management, etc. This project requires a good general understanding of SN functionality and components.

Project: remediate several SLA related to incidents. There were several task SLA’s in incorrect status causing wrong reporting and sometimes penalties. The tool is based on import sets, transform maps. It validates data conditions upfront and fixes data records in error and at the same time generates log records in other table.

Project: develop an application to translate customer source files into the format (coda) used to integrate data into Service-Now. Project: customize several Configurations item forms to match an internal customer request (forms, fields). I created a new configuration item class: service catalog ci which is used in a workflow.

When doing all previous activities I had to open and manage HI incidents in Service-now customer service system that were taken sometimes as improvements, fixes and some other were just turned down. Several upgrades were executed on Service-now and even a data center migration to support the architecture change from single-node to multi-node.

**2005 - 2008 | Compucom, Software Developer**

CMMI initiative coordinator for Getronics: we defined the maturity level 3 processes for all the areas and projects using ProMexico funding.

Globalfs Develop and maintenance: teller banking solution using web services and four layers architecture using C# Visual studio 2003, SQL server. I was trained 4 months in Spokane, Washington and was involved with several USA banks taking care of teller applications, new functionality (sticky host) and bug fixing.

Maintain and develop a Self Service application to manage service catalog tickets using ASP and visual Basic 6 interacting with CRM S3.

**Achievements**\* open several requests thinking in future needs like configuration forms to be able to clearly specify if customer are using LDAP, asset discovery, add a field to configurations items to know the data source. \*Lead a team that took over Indian operation to perform data uploads for S3 CRM system. I was awarded with a national and corporate prize for this project.

**2002-2005 Alpe Consultores, Application lead and development,** México City

Development and project lead of Alpe salary survey application (Tecnosueldos) using Visual Basic 6 and SQL Server 2000, DTS. Implement Pectra (BPM application) as a consultant and support to implement the application for Logyx, Facta research and GMD (COM+ components, web services, XML, Word integration, VB 6 and SQL Server 2000, IIS). **Achievement** \*To reduce in 25% the time period required to deliver the salaries and benefits survey’s results, introducing an interactive tool generated by the Tecnosueldos application

**2000-2002 TV Azteca,** **Applications lead and development,** México City

Develop and team leading of the operational application for Azteca America: including contracts (sales), spot and programs scheduling, broadcasting, reconciliation (ratings), invoicing (triggers, stored procedures, PL/SQL, VB6 and Oracle 8). Also develop several modules of same application for Azteca 13 broadcasting operation (company (triggers, stored procedures, PL/SQL, VB 6 and Oracle 7.3 and 8). Develop two applications interacting with the user: one is about labor legal demands using VB 6 and Access and another one designed for automating online organizational changes through a graphical interface to People Soft v7.5. This application followed object oriented programming using VB6 and Oracle 8. 8.

**1998-1999 CBSI, Applications development,** Connecticut, USA

Develop: four applications for an elderly house using Visual Basic for Application and Access (creating a link to an AS/400 application) using Visual Basic for Applications. Also for United Illuminating application development of rollout assets inventory control application using Visual Basic for Application and Access as DBMS.

**1997-1998 Ddemesis, Methodology leader,** México City

Design and Implement the project methodology of a development project for the CNBV (similar to USA SEC) using Visual basic 6 and SQL to implement the project methodology. Also lead the documentation team to deliver the application documentation. **Achievement** \*The CNBV (stock market commission) was provided with an application which allowed them to detect in advance changes in several financial markets, through an alerts scheme

**1995-1996 Pedro Domecq, Mainframe consulting services,** México D.F.

Recommend and implement a file system called IAM to enhance VSAM. Also assessed and implemented a storage management application (DFHSM) for MVS/ESA.

**1990-1995 IBM, Systems engineer and project leader,** México D.F.

Coordinate the first touchscreen point of sale project in Latin America for Vips. Support sales area and provide system engineer services to customers using MVS operating system for mainframes (JCL, VSAM, DB2, MVS/XA, MVS/ESA). **Achievements** \*Suggest two ideas to the “Soluciones e ideas” program. One: parking use for disabled people which was accepted as a suggestion and the other related to improve services and assistance given to IBM marketing channels which was accepted and implemented. \*Due to the CIFRA (retail holding) and Walmart joint-venture support I was awarded with a marketing excellence award (travel to Nashville)

**LANGUAGES** Native Spanish, English 95%, French 60%

**COURSES AND CERTIFICATIONS** .Net Visual Studio C# course series. Microsoft Certified Professional due to two certifications: Developing and Implementing Web Applications with Microsoft® Visual C#™ .NET and Microsoft® Visual Studio® .NET and Developing and Implementing Windows®-based Applications with Microsoft® Visual C#™ .NET and Microsoft® Visual Studio® .NET. Two ITIL certifications: version 2 and 3.