**Alejandro Samaniego**

**Service Now Developer**

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Alejandro is an IT professional with 4+ years of experience and 1.5 years of experience in developing for Service-Now. He is also trained in ITIL, which has helped for his ServiceNow background.

Alejandro has experience working for Fortune 50 companies as clients and has knowledge of on-sire/off-shore/NearShore delivery models.

**DETAILED EXPERIENCE**

**2011-till date| Softtek, Service-Now Administration and Development**

Project: Development of Service Catalogs to provide help and support, custom menus/options to automate support assigned by CI and workflows, creation of content items, catalog items, workflows, variable sets, metrics.

Project: Migration from Clarify helpdesk based on asp/html/javascript/xml/css to Service Now, also support and enhancements to forms, migration took 3 months to be completed, my primary function was create a new forms in Service Now with same functionality that form in Clarify.

Project: Development of forms in Service Now with several functions depending the client, creation and modification of metrics, order guides, workflows, business rules, catalog items, variable sets, triggers, load of xml, UI policy, Categories, Cascade Variables, content items, etc.

Project: Clarify development and support based on asp.net, css, xml, html, Clarify was changed by Service Now, Clarify was used to give support to several clients, also developing forms in asp.net forms were used to create accounts to users or create tickets.

**.Net Development and Support**

Project: Cloud Services, Enhancements and supporting, web services, and the portal for creation of Virtual Machines in the Cloud for GE with several businesses.

Project: Design and develop application (C#, Java, SQL) used to automate process in workflow for users and clients.

**2010 – 2011 | SEP (Secretaría de Educación Pública), IT Support**

Project: Support to machines, routers, connection for internet Access and intranet.

Project: Installation of physical connection, analysis and resolution of problems of OS

**LANGUAGES** Native Spanish,English 90%, French 10%