Angel Mendoza

SERVICENOW CONSULTANT

Senior Software Developer with experience in ServiceNow development and module implementations.

# Certifications

# Professional Experience

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| Consultant Services | | | |
| Company: | iGate |  | |
| Client: | GE Corporate | Date: | June 2012 - December 2012 |
| Role: | ServiceNow Consultant | Services: | Specialist, Advisory, Senior Developer. |
| Technologies: | JavaScript, XML. | | |
| Activities: | * Development of UI interfaces, business rules, client scripts and workflows, as well as Unit Testing for enhancements deployed in sub-production environments. * Root cause analysis for post-production bugs in Service Request and requirement design/development. * Optimizing application code for performance gain. * Interaction and coordination of code implementation in QA and production environments. | | |

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| Consultant services (Technical Project Manager) | | | |
| Company: | Accenture S.C. |  | |
| Client: | Grupo Posadas. | Date: | August 2011 – January 2012. |
| Role: | ServiceNow Architect | Services: | Project and Maintenance Management, Technical Requirement Supervisor. |
| Technologies: | Oracle 9i/10g, Java, JEE, JDBC, UML, HTML/CSS, JSP, JBoss, Oracle Enterprise Service Bus, RUP. | | |
| Activities: | Management, maintenance and development of hospitality oriented applications.   * In charge of an entire certification process performing development, code versioning, and implementation of the changes needed to work with travel agencies systems or points of sale. * Worked as a product manager by attending and organizing conference and work calls with different units of work between the client, Pegasus Solutions, and the travel agencies systems or points of sale. * Supervising activities and keeping track of them using MS-Project. * Implementing best practices. * Analyzed the code, business logic and new features to be merged into the single version of the product. * In charge of the coordination of the installation of the product in the test pre-production environment for the last testing round with the travel agencies systems or points of sale. | | |

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| Hospitality Systems Services | | | |
| Company: | Grupo Posadas. | Date: | November 2007 – August 2011. |
| Role: | Technical Project Manager | Services: | Project Management, Applications Development Leader. Product Owner. |
| Technologies: | Oracle 9i/10g, Java, JEE, JDBC, UML, HTML/CSS, JSP, JBoss, Oracle Enterprise Service Bus, RUP. | | |
| Activities: | Management, Support, and Maintenance of hospitality solutions.   * In charge of the entire program management in the development and administrative side including code versioning. * Managing two Senior Developers and one Project Leader. * Worked as a Senior Developer in the design and previous phases of the maintenance projects. * Supervising activities and keeping track of them using MS-Project. * Implementing best practices. * Analyzed the code, business logic and new features to be merged into the single version of the products developed. * In charge of the coordination of the installation of the software products in the test pre-production environment for the last testing round with two resources assigned. | | |

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| Banking Software Services | | | |
| Company: | Azteca Bank. | Date: | July 2007 - November 2007. |
| Role: | Project Leader | Services: | Applications Development Leader. Senior Software Developer. |
| Technologies: | Oracle 9i, Java, JEE, JDBC, UML, HTML/CSS, JSP, Struts, Tomcat. | | |
| Activities: | Management, Migration, and Maintenance of banking solutions.   * Designed new reporting modules using java to spreadsheet APIs and jasper reports. * Analyzed the entire code of the application and redesigned it to make it more effective. * Implemented Ajax using DWR and YUI (Yahoo User Interface) libraries. * Worked as a developer using J2EE, JDBC, Struts, JSP, Oracle SQL queries, stored procedures, functions, and packages. * Analyzed the deployment plan. * Responsible of the optimization of database access code. * Designed the documentation of the project implementing UML sequence diagrams and class diagrams along with an architectural component diagram. | | |

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| Consultant Services (Mexican Government). | | | |
| Company: | Gobierno Digital. | Date: | September 2004 – September 2006. |
| Role: | Web Developer. | Services: | Software Developer. |
| Technologies: | Java, JEE, JDBC, UML, HTML/CSS, JSP, Struts, Hibernate, Tomcat, MySQL, PostgreSQL, SQL Server. | | |
| Activities: | Development of software solutions for state governments.   * Developed and maintained application back end processes using Java and JDBC. * Designed and developed GUI components using JSP, HTML, and CSS. * Designed and changed database schemas in three different databases: MySQL, PostgreSQL and Microsoft SQL Server. * Participated in the redesign of the applications to integrate Hibernate and Struts. * Executed testing activities. * Developed the UML documentation of use cases and sequence diagrams. * Provided technical support to the applications users. | | |

# EDUCATION

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| Monterrey Institute of Technology. Queretaro Campus. |

# HIGHLIGHT OF QUALIFICATIONS

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| Service Now, Java, J2EE, PL/SQL and JavaScript specialist. |
| Excellent business analysis skills. |
| Software Project Management and Maintenance expert. |
| Customer oriented attitude. |
| Remarkable team work and communication skills. |
| Advanced English level. |