Ricardo Marquet ServiceNow Developer

7+ years of IT experience with 1+ years as Service Now developer. 1 full ServiceNow implementation and 1 year updating Change stream.

# Professional Experience

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| Consultant Services (Tech Lead) | | | |
| Company: | IGate/Patni |  | |
| Client: | GE Capital | Date: | Jan 2012 to date |
| Role: | ServiceNow Developer | Services: | Specialist, Advisory |
| Technologies: | JavaScript, DHMTL, HTML/CSS, JQuery, Java, XML | | |
| Activities: | Analysis, Design and requirements gathering for new GE Capital Instance in **Service Now**, customization of Change stream based on customer requirements using script includes, client scripts, customized tables, business rules, customized views, data loading with customized transform maps, etc. | | |

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| Consultant Services | | | |
| Company: | Tata Consultancy Services |  | |
| Client: | Bank of Santander | Date: | Jun 2011 Dec 2011 |
| Role: | IT Analyst | Services: | Develompment and Testing |
| Technologies: | Java EE, Shell Scripting, ProC | | |
| Activities: | Planning, Implementation, Testing and documenting , with Unix Shell scriping, bml pages for IBM BATMan, Loading flat files to Oracle tables using SQL Loader Tool, Java API's development for Quality Center using OTA API.  Functional testing regarding the main banking functionalities based on Unix shells with Oracle database connectivity and IBM 390 mainframe.  Estimation and planning | | |

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| Consultant Services | | | |
| Company: | Tata Consultancy Services |  | |
| Client: | Bank of America | Date: | Jun 2009 Nov 2010 |
| Role: | Test Lead | Services: | Testing |
| Technologies: | Quality Center, LEAN System | | |
| Activities: | Develop the test plan for the tasks, dependencies and participants required to mitigate the risks to system quality and obtain stakeholder support for this plan.   1. Assign task to all Testing Team members(offshore team) and ensure that all of them have sufficient work in the project.   Attend the status meetings and send the Status Report (daily, weekly etc.) to the client  Attend the defect meetings and follow up issues with the required stakeholders  Organize and attend triages when the defects are not been resolved in a timely manner.  Follow up Testing Team doubts regarding the project and testing process. | | |

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| Consultant Services | | | |
| Company: | TSB Desarrollo |  | |
| Client: | IBM | Date: | Feb 2008 May 2008 |
| Role: | Production Support | Services: | Development and Performance Testing |
| Technologies: | Java EE, i5/OS, Load Runner | | |
| Activities: | Deployment of Applications in order to simulate real customer-like environment before GA doing Performance Testing and development activities | | |

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| Consultant Services | | | |
| Company: | Sinergia |  | |
| Client: | Hewlett Packard | Date: | Nov 2007 Jan 2008 |
| Role: | Production Support | Services: | Support |
| Technologies: | MPE client, SAM and FIREMAN | | |
| Activities: | Production Support for HP business applications via ticket resolution. | | |

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| Consultant Services | | | |
| Client: | UAEM - Redalyc | Date: | Mar 2006 Sep 2007 |
| Role: | Development | Services: | Develompment |
| Technologies: | Java SE, Java EE, Unix Scripting, Oracle, | | |
| Activities: | * Full text search engine implementation. * Full text search engine index updating * Perform Oracle Database backup creation. * Web development. * Perform Web server configuration updates.   Awstats implementation to show site statistics. | | |

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| Consultant Services | | | |
| Client: | Ricoh Industrial de Mexico | Date: | Dec 2005 Feb 2006 |
| Role: | Development | Services: | Development |
| Technologies: | Delphi | | |
| Activities: | Implementation of automatic invoices module in the materials department in Ricoh Industrial de Mexico.  - Analysis of requirements  - Module design  - Software Development  - Testing | | |

# EDUCATION

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| Toluca Institute of Technology |
| Bachelor of Engineering in Computer System (2000-2005) |

# HIGHLIGHT OF QUALIFICATIONS

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| Experience in Banking systems |
| Linux/Solaris advanced management |
| Java/C++ development specialist |
| Advanced English level |