**Marge Flores**

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**Professional strengths:**

* IT professional with over 20 years of experience.
* Solid expertise in Service Now implementation.
* Expertise in requirements analysis, workflow design, project management, leadership, process modeling, SDLC and customer service.
* In depth knowledge of ITILv3 with proven track record of several successful implementations, the latest in Service Now.
* Comprehensive business/technical skill set and expertise in Data modeling, Service Now, Oracle, SQL/Server, HP Service Center, business process automation/management, HP PPM, Enterprise applications and process improvement.
* Quick learner and result- oriented individual with excellent communications skills and the ability to take complex end-user requirements to code achieving critical business objectives.
* Strong analytical and problem solving skills who envisions business and technical perspectives to develop workable solutions.
* Expertise in executing complex projects from inception till completion given the constraints such as scope, timing and budget.
* Leading and coordinating a multi-national team.

**Specialties:**

* Platforms: Service Now, HP Service Center, HP PPM and Enterprises Applications.
* Databases: Oracle PL/SQL and SQL Server
* CMDB Implementation in Service Now involving Design, Validation, Data population, Relationship and Reporting.
* Asset Management - Contract management, inventory & license management
* ITIL Core functions: Change, Problem, Incident, Service desk, Knowledge management

**Education:**

Bachelor Degree in Computer Science from

Monterrey Institute of technology (ITESM)

Toluca, State of Mexico. Mexico. August 1986 – December 1990

**Professional Experience:**

**Organization**: GE, U.S  
**Duration**: March 2010 till date   
**Designation**: Project Manager, Database designer at GE Corporate

**Organization**: Softtek Integration Systems, U.S  
**Duration**: May 2002 to February 2010  
**Designation**: Project Manager, Database designer at GE Corporate

**Organization**: Ddemesis, U.S  
**Duration**: November 2000 to April 2002  
**Designation**: Project Leader, Database designer, Helpdesk Application Support Engineer at GE Corporate.

*From 2000 to 2010, Patricia stayed with the same client in the same project through 3 different vendors. She worked with* ***HP Service Center*** *from 2000 to 2010 and with* ***Service Now from 2010 to date****.*

**Responsibilities:**

* Led the Service Now CMDB implementation and data migration activities for a fortune 10 company.
* Led development of application used to facilitate communication between CMDB and several external data source and sources within Service Now.
* Leveraged many out of the box features to design and develop the entire CMDB strategy and reporting to standardize the dependent process across the organization.
* Facilitated integration needs for Incident, problem and change management in Service Now.
* Design interface for data migration in Service Now as well as in Oracle and SQL Server as per business requirements.
* Led data extract applications development in Service Now, Oracle, and Service Center; and coordinated with Data warehouse teams to implement reports with these extracts.
* Design and develop new functionalities in different applications as Service Now and Service Center.
* Responsible for the initiation, planning, execution, control and completion of multiple projects.
* Conduct requirements gathering, systems analysis to improve new functionalities in Service Now, Service Center as well as in Enterprise Applications.
* Responsible for identifying cross-project issues to develop and implement solutions in Service Now.
* Handle the tasks of providing technical leadership and guidance to team members.
* Estimate the resources and participants needed to achieve project goals.
* Delivered configuration management training to a team of 75 people.
* Determine the content of status reports analyzing results, and troubleshoot problem areas to develop the best solution.
* Coordinating the efforts of a 24/7 team to deliver a validated CMDB data model.
* Data Maintenance and Support.
* **Environment** : Service Now, Service Center, Oracle, MySQL, SQL server

**Organization**: Ddemesis, U.S / Aguascalientes, Mexico  
**Duration**: August 1999 - October 2000  
**Designation:** Computer Systems Engineer at GE Capital

**Responsibilities:**

* Led the implementation of Oracle HR in GE Capital in conjunction with KPMG.
* Develop interfaces in SQR and PL/SQL for data migration from People Soft.
* Design and create reports in SQR and PL/SQL.
* Load files to Oracle database using SQL\*Louder.
* Develop project plans and associated communications documents.
* Developed two POC’s in Lotus Domino and Lotus Workflow for GE Capital.
* Make system documentation of interfaces, stored procedures, reports and database.
* Perform activities of tester control version in UNIX.
* Tools: Oracle, PL/SQL, Oracle HR, SQL\*Louder, UNIX, Lotus Domino and SQR of People Soft

**Organization**: Institute of Geographic, Statistics and Cadastral Research Information of the State of Mexico (IGECEM)  
**Duration**: June 1993 - June 1999  
**Designation:** Systems Leader

**Responsibilities:**

* Design a central DB repository with all cadastral information for the State of Mexico in Oracle DB.
* Design the strategy for inbound and extraction of information to standardize the cadastral information across the State of Mexico.
* Analysis of the information problems to develop and implement workable solutions.
* Responsible for the initiation, planning, execution, control and completion of multiple projects for the State of Mexico and all the municipalities.
* Responsible for the IT area and provide technical leadership and guidance to Project Leaders in all the municipalities and central office, been responsible to ensure successful implementation of projects and production support in all municipalities.
* In charge of preparing detailed process specifications(ITSM) for the applications based on which application components were designed, coded, configured, visually developed, tested, and debugged.
* Estimate the resources and participants needed to achieve project goals.
* Support software installation and hardware acquisition for the municipalities and central office.
* Determine the content of status reports analyzing results, and troubleshoot problem areas identifying and managing project dependencies and critical paths to develop the best solutions.
* **Environment**: Oracle, SQL\*Louder, UNIX and FoxPro

**Organization**: Coordination of Computer Systems of the State of Mexico (CSI)  
**Duration**: August 1991 - May 1993  
**Designation:** Systems Leader

**Responsibilities:**

* Analysis of the treasure information to design a strategy for inbound and extraction of information for the municipalities of the State of Mexico.
* Responsible for the initiation, planning, execution, control and completion of Integral System of Treasury for the State of Mexico central repository and for the municipalities.
* Responsible to provide technical leadership and guidance to Project Leaders in all the municipalities.
* In charge of the implementation for the System for the Real Estate Public Registry for the State of Mexico and municipalities.
* In charge of preparing detailed process specifications(ITSM) for the applications based on which application components were designed, coded, configured, visually developed, tested, and debugged.
* Estimate the resources and participants needed to achieve project goals.
* Support software installation and hardware acquisition for the municipalities and central office.
* In charge of executing the tax simulation for the State of Mexico.
* Determine the content of status reports analyzing results, and troubleshoot problem areas identifying and managing dependencies and critical paths to develop the best solutions.
* On-the-job-Training in Oracle DBA, PL/SQL and DB tuning.
* **Environment**: Oracle, UNIX, Clipper and Dbase.