**Certified Service-Now Senior Developer**

Daniel Anguiano Santillan



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**PROFILE:**

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|  3 year of experience as a Developer for Service-Now, Expert scripter. |
|  3 years of experience in all phases of application development working Web technology (c#, ASPX, Silverlight, html) and desktop technology (VB, c#, c++, WPF) as a Developer.  **SERVICE-NOW EXPERIENCE:**   General Electric Corporate: Migration of the Service Catalog from Clarify to Service-now(more than 500 catalog items).   Cenovus: Creation of a new interactive CMS site for the Service Catalog(amazon style).   NetApp: Discovery, Integration with HP Orchestrator, Service Catalog Redesign and design of a real time Rack elevation Application.   Aramark: Design and development of the Time and Attendance System, multiple IT requests, Change support, Business Rules and Advanced Email Notifications.   Lantheus Medical Insurance: Change Management, SLA.   AMCOR: Project of Regionalization.   COMPUCOM: .net Soap dynamic integration tool, Incident and Problem Accelerators.   PSEG: SSO SAML 2.0 Integration with ADFS   General Electric Energy: System Administrator/Developer Project Leader. Pac Service-Now  **SERVICE-NOW SKILLS** |
|  Business Rules, Client Scripts, Catalog Items, Workflows, CMDB, Jelly, Macros, UI pages, UI Scripts, CMS sites, ESS site, UI Actions, SOAP Messages, Integration with hp orchestration, SAML 2.0 , Scripted Web services, .net integration, UI policies, Variable sets, update sets, include scripts, background scripts, views, forms, lists, incident, change, request, tasks, mail notifications, advanced templates, inbound actions, access control rules, data loads, LDAP and JavaScript(expert). |

**PROFESSIONAL EXPERIENCE:**

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| **Tata Consultancy Services** | **GDL, Mexico** | **Service –Now Expert** | **From: 9/12** | **To: Now** |
| Project Leader/ Expert Service-Now Admin and Developer |  |  |  |  |
| Functional Experience: | Project leader of Support and Development Teams for Service-Now GE PAC |  |  |  |
| Tools: | Business rules, UI Pages, UI Scripts, Include Scripts, Catalog Clients Scripts, CMDB, Workflows, Integrations, UI pages, CMS sites, ITIL, JavaScript, HTML5, CSS3, AJAX  Data load, Integrations. |  |  |  |

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| **CompuCom** | **DF, Mexico** | **Senior Service –Now Developer** | **From: 9/11** | **To: 9/12** |
| New Implementations of Service-Now |  |  |  |  |
| Functional Experience: | Development of new Applications and Customizations of Out of the Box Content |  |  |  |
| Tools: | Business rules, UI Pages, UI Scripts, Include Scripts, Catalog Clients Scripts, CMDB, Workflows, Integrations, UI pages, CMS sites, ITIL, JavaScript, HTML5, CSS3, AJAX. |  |  |  |
| **Softtek** | **Ags, Mexico** | **Software Engineer** | **From: 12/10** | **To: 9/11** |
| Web Forms For General Electric Corp. Helpdesk Site |  |  |  |  |
| Functional Experience: | Migration of forms from Clarify to Service-Now using SCRUMS methodology |  |  |  |
| Tools: | ASP, JavaScript, XML, Oracle, Kintana, Armonis, Clarify, Service-Now, Dreamweaver |  |  |  |
| **Freeland** | **Ags, Mexico** | **Software Architect** | **From: 01/10** | **To: 12/10** |
| SEID 2010 (Sistema de Encriptación e Impresión de Dictámenes) for “La Comisión de Vigilancia de la Contraloría mayor de Hacienda” |  |  |  |  |
| Functional Experience: | Gathering of requirements, development and Deployment |  |  |  |
| Tools: | Visual Studio 2008, c#, WPF |  |  |  |
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| **Solis Farias Abogados** | **Ags, Mexico** | **Software Architect** | **From: 04/10** | **To: 12/10** |
| Development and Deployment of a web system used to audit Carlos Lozano political campaign |  |  |  |  |
| Functional Experience: | Gathering of requirements, development and Deployment |  |  |  |
| Tools: | Visual Studio 2008, HTML, C#, Silverlight, ASPX, Windows Server, IIS, Remote Desktop |  |  |  |

**EDUCATION:**

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| **Universidad del Valle de México Campus Aguascalientes** | **Ags, Mexico** | **2006/2010** |
| Computer Systems Engineering |  |  |
| **Universidad Panamericana Campus Aguascalientes**  Mecatrónica Enginnering | Ags, Mexico | 2004/2005 |
| **La Paz Institute A.C.**  HighSchool | Ags, Mexico | 2001/2004 |

**PROFESIONAL DEVELOPMENT:**

Service-Now Certified System Administrator Ags, Mexico 2012

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| ITIL V3 Fundamentals Certified, Aster  French Studies, CFILC Ecole de Langues | Ags, Mexico  Paris France | 2011  2006 |
| English Studies, Interlingua | Ags Mexico | 2008. |

**LANGUAGES:**

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| Spanish native, English good (TOELF 580 Points, TOELC 890 Points), French Basic |

**TECHNICAL/MANAGERIAL SKILLS:**

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| Primary Profile: | Service-now Senior Developer |
| Secondary Profile: | Web Development Silverlight/ASPX/VB/C# |
| Hardware: | All Windows Versions |
| Operating Systems: | All Windows Versions |
| Programming Languages: | C# (3 years), ASPX(2 Year)], Silverlight(2 Years), Visual C++ (2 years), WPF(2 Years), HTML(2 Years), JavaScript(2 Years) |
| Databases: | Pl/SQL-Oracle(Six Months), SQL Server(1 Year) |
| App. Servers: | XAMP, IIS |
| Other: | Macromedia Flash, Dreamweaver, Photoshop, 3d Max, Microsoft Office(Certified) |

**AWARDS:**

 Microsoft HTML5 Diploma

 Certification Service-Now System Administrator

 Certification ITIL V3 Fundamentals

 Satisfactory Performance Testimony in the General Exit Test for the Software Engineering Degree.

 Certification by the Secretary of Labor of Mexico in Microsoft Office Word, Excel and PowerPoint.

 Member of the MSP Program (Microsoft Students Partners).

 National finalist for the Microsoft Imagine Cup 2009

 Participation as a judge at the sixth week of school science Techno Termapolis 2009

 Most Innovative Project Award of the Microsoft Imagine Cup 2008

 2nd Place In the Software Design Category Microsoft Imagine Cup 2008

 1st Place Robot Design for the IEEE 2008 Followers

 3rd Place Robot Maze by the IEEE 2008

 3rd Place Design Software The Microsoft Imagine Cup 2008

 Participation as a judge in the ninth Techno scientific week of college Cedros 2008

 Participation in the Contest UAA Technological Innovation and Creativity 2008

**COURSE/SCORE/DATE**

 Service-Now System Administrator Pass/ 02-08-2012

 HTML5 / 90 / 23/12/2011

 ITIL V3 Fundamentals / 85 / 10-03-2011

 Introduction a SAP - Armonis / 100 / 27-12-10

 5 S Awareness / 80 / 29-12-10

 CMMI Introduction - Quality Strategy of the Organization / 90 / 27-12-10

 Decisions Analysis Pugh Matrix / 80 / 28-12-10

 Identification of Risks and Issues / 100 / 28-12-10

 Introduction to Configuration Management / 90 / 29-12-10

 Introduction to Kintana / 100 / 03-01-11

 Process Improvement Awareness / 75 / 30-12-10

 Validation and Verification / 95 / 30-12-10.