**E. Salvador M. Marchan**

Please contact us on email at athi.narayanasamy@Sintesys.US

**OBJECTIVE**

Seeking Service Now Consultant

**HIGHLIGHTS OF QUALIFICATION**

 Proficient in Service Now development as well as business analysis and testing

 More than 10 years extensive hands-on experience in business process improvement

 Proven efficiency in managing and implementing SDLC and IT projects

 Well-honed excellence in documentation and document control management skills

 Solution provider and excellent in data/database analysis modeling and design

 Solid communications and coordination skills in all levels of an organization

 Fast learner, hard working, reliable, enthusiastic, motivated, well organized, team player

**TECHNICAL SKILLS**

**Techniques**: Data Design and Modeling, Data Structures, CSV and Data Manipulation, XML, Database Connectivity, SDLC, Business Analysis, Six Sigma

**Language**: Service Now scripting, JavaScript/jQuery scripting, VBA, SQL, Java

**Operating System**: Windows XP/Windows 7, Linux-Ubuntu/Unix, TSOP Mainframe

**Database**: MS-Access 97+, SQL Server 2000+, MySQL 5+, SAS Dataset, Oracle DB

**Development Tools**: Visual Studio.Net, Eclipse, SQL Server, FICO Blaze Advisor

**Others**: MS Office Suite, Open Source packages

**PROFESSIONAL EXPERIENCE**

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| **Business Application Administrator (Service Now)** | 05/2011 – present |
| Canadian Imperial Bank of Commerce ([www.cibc.com](http://www.cibc.com))  BTS North Tower, 5th Floor, 483 Bay St, Toronto, ON M5G 2A3 | Tel: 416-980-6400 |  |
|  Configures and administers service-now.com ITIL application software   Coordinates project development and business requirements in improving ITIL processes   Prepares and generates data sources, transform maps, field maps and transform scripts   Analyzes form lay-outs, business rules, client scripts and other components for efficiency and effectiveness (in User-Group Profile, Change Management) |  |
| **CMT Business/Configuration Analyst** | 04/2010 – 04/2011 |
| TD Canada Trust ([www.td.com](http://www.td.com))  TD Tower, 66 Wellington St West, 25th Floor, Toronto, ON M5K 1A2 | Tel: 416-344-1837 |  |
|  Reviewed, analyzed and implemented RFC projects as per business requirement   Configured CMT system using Blaze Advisor / PCTMS (FICO) software   Used SAS script to verify/validate project implementations   Restructured and redeveloped reporting system in VBA and SQL stored procedures   Organized documentation system in MOSS Sites |  |

**E. Salvador M. Marchan** Home: 647-343-6978 | Office: 416-780-2462 | Mobile: 416-827-3360

**PROFESSIONAL EXPERIENCE*…continued***

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| **Business Analyst (Process Analyst)** | 09/2009 – 04/2010 |
| Canadian Imperial Bank of Commerce ([www.cibc.com](http://www.cibc.com))  BTS North Tower, 5th Floor, 483 Bay St, Toronto, ON M5G 2A3 | Tel: 416-980-6400 |  |
|  Highly involved in preparing the SRM data catalogue using VB.Net programming skills   Used ETL technique in analyzing and manipulating data to ensure data   Designed relational database structures and data management models |  |
| **QA Software Tester** | 08/2007 – 05/2008 |
| Controller Technologies Corporation ([www.ctchome.com](http://www.ctchome.com))  14005 Simone Drive, Shelby Township, Michigan, USA 48315 | Tel: 586-532-8400 |  |
|  Planned, developed, analyzed and executed test cases and test procedures   Performed bug tracking and data tracing ensuring correct behavior of programming code   Performed various tasks of data analysis on MySQL to ensure correct data manipulation |  |
| **Advanced Quality Engineer I - Supplier Development** | 09/1998 – 04/2004 |
| 3M Singapore Private Limited ([www.3M.com.sg](http://www.3M.com.sg))  100 Woodlands Avenue 7, Singapore 738205 | Tel: +65-6852-1000 (Time Zone: GMT +8 Hours) |  |
|  Led and initiated Six Sigma projects delivering significant cost reduction   Highly experienced in improving processes and supporting business continuity   Set-up and designed quality system as per ISO 9000:2000 requirements |  |

**PROJECTS**

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|  Service Now Application | (CIBC) Implementation of Change Management (Phase 1A) and CMDB (Phase 1B); implementation in Incident Management (Phase 2A) ; currently implementing extensions of Service Management. |
|  Risk Management Enhancements | (TD Bank) Scorecard Redevelopment / CP Code Modification: Reengineered the scorecard calculation and customer pricing code as per Retail Risk Management requirements. |
|  SRM Phase I & II | (CIBC) Performed QA Testing and ensured data consistency of the software library; Established the population of data catalogue and its maintenance by developing tool using VB.Net. |

**EDUCATION AND TRAINING**

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| **Post-Graduate Certificate in Database Application Developer**  Seneca College at York University, Toronto, Ontario  ◦ Interconnectivity Programming and Application Development | 2009 |
| **Associate’s Degree in Applied Science in Computer Information Systems**  Oakland Community College; Michigan, USA  ◦ Systems Analyst and Software Engineering | 2008 |
| **Bachelor of Science in Computer Engineering**  Mapúa Institute of Technology; Manila, Philippines | 1990 |

**REFERENCE**

Available Upon Request