**Alfredo López**Service-Now Developer and Administrator

Contact number : 203 701 7083

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IT Professional with 1 years of IT experience as **Service-Now Developer and administrator** with experience in implementation, support, development and administration. My most recent project includes the implementation of the following modules: Service Catalogs, SDLC and others.

Other skills include meeting with customers and on site Leader to analyze business requirements, Backup of the Project Leader, development of Business Continuity Plan and Audit documents for the Project.

**PROFESSIONAL SUMMARY**

* 1 years of total IT experience in Business Requirements, Development, Enhancements and Testing and Implementation with Service-Now.
* Experience with web technologies (XML, HTML, JS, etc.)
* Knowledge in SQL and MySQL
* As Backup Lead had worked on CMMI Audit and Quality Audit.
* Develop and deliver a quality product as per the requirements and specifications within the committed timelines.
* Development and coding in Java and C++.
* Development of Script Includes.
* Support Users for the new applications in Service Now.
* Knowledge in Business to Business Integrations using web services.
* Specialization in electives of advanced Computer Security, Cryptography and IT Project Management.
* International experience in multicultural teams.
* Good Team Player, remain effective under pressure.

**PROFESSIONAL CERTIFICATIONS**

* ServiceNow administrator Trained
* Tata Consultancy Services Six Sigma Green Belt Certified.

**TECHNICAL SKILLS**

|  |  |
| --- | --- |
| **Programming Languages** | SQL , JAVA, |
| **Web Technologies** | JSP, XML, HTML, CSS. |
| **Web & Application Servers** |  |
| **Databases** | SQL and MySQL |
| **Operating Systems** | Windows XP, 7 and Linux. |
| **Framework** | ServiceNow |
| **IDE** | Eclipse |
| **Scripting Languages** | HTML, Java Script |
| **Version Control Systems** |  |
| **Job Schedulers** |  |
| **Other Tools** | Support Central, WebEx, Lotus Notes. |

**AWARDS**

* TCS Great Movement to PROD (2013)

**PROFESSIONAL EXPERIENCE**

|  |  |  |  |
| --- | --- | --- | --- |
| Service-Now Developer and Administrator | | | |
| Company: | Tata Consultancy Services. | | |
| Client: | GE-Energy | Dates: | October 2012 to date |
| Technologies: | ServiceNow modules: SDLC, ITIL, Service Catalogs | | |
| Activities | Service Now:  Development and Enhancement of GE Energy Support, Service Process and Management Operation in ServiceNow web interface. Maintenance of SLA metrics across process.  Major Implementation:   * Development of Business Rules, Client Scripts, Catalog Items, UI pages, UI Scripts, UI Actions, UI policies, Variable sets, update sets, include scripts, views, forms, lists and mail notifications in order to migrate Business to Service Now platform. * Processes and Integration testing. * Support for the new Applications. * SIT & UAT setup coverage * Metrics Reports. * Catalogue automation * Business to Business integrations via web services. * Customer Portal Development.   Responsibilities:   * Understanding Client’s Business Case and Business requirements. * Identify the reusable components and model the new. * Development of Web forms. | | |

**EDUCATIONAL QUALIFICATION**

**Under-Graduation**

Degree : Bachelor Degree in Computer Science Engineering

College/Campus : Campus Morelia

University : Instituto Tecnológico y de Estudios Superiores de Monterrey, México.

Academic Exchange

Degree : School of Computer Science

University : Kansas State University, United States of America.

**Highlights:**

* Computer Science Career President ITESM Campus Morelia.
* "Outstanding" level in Ceneval Exam of Software Engineer.