**RICARDO GUTIERREZ PARRA**Service-Now Admin

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IT Professional with 3+ years of total IT experience and 2+ years as Service-Now Admin with experience in implementation, support , development and administration. My most recent project includes the implementation of the best practices in the coding for Change module.

Other skills include meeting with customers to gather requirements, and give support to my on-side giving a technical analysis and lead an off-shore development team.

**PROFESSIONAL SUMMARY**

* 2 years 7 months of total IT experience in Business Requirements Analysis, Coding, Development, Testing and implementation in Service Now.
* Experience with web technologies (XML, HTML, JavaScript)
* Catalogued projects from conceptual phase to go-live phase by utilizing Technical skills.
* Owned the responsibilities of defining Base line Architecture, design documents and data standards
* Quick learner, good Team player and Team Lead.

**PROFESSIONAL CERTIFICATIONS**

* Java SE 6 Programmer Certified Professional Exam (1Z0-851)

**TECHNICAL SKILLS**

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| **Programming Languages** | SQL server, MySQL, Java , C#, JavaScript |
| **Web Technologies** | XML, HTML |
| **Databases** | SQL |
| **Operating Systems** | Windows 2000, XP, 7 and Linux (Mageia, Ubuntu) |
| **Framework** | ServiceNow |
| **IDE** | NetBeans 7.3, MySQL Front, Aptana 3.0 |
| **Scripting Languages** | HTML, Java Script |
| **Other Tools** | PeopleSoft, WebEx, Excel, SNC (ServiceNow) |

**AWARDS**

* Excellence Certification (2013)

**PROFESSIONAL EXPERIENCE**

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| Senior Service-Now Admin (Senior Software Engineer) | | | |
| Company: | iGATE | | |
| Client: | GE | Dates: | April 2013 to date |
| Technologies: | Service-Now modules: Change, ITIL, Service Catalogs | | |
| Activities | Service Now:  Service-now enterprises and service provides a unique solution to successfully manage service levels. The integrated service management functionality allows GE to manage crucial support and service processes to successfully deal with today's complex IT management challenges.  This is a new implementation of all the GE Support, Service Process and Management Operation with ITIL V3 Framework in Service now web interface. These services mainly include the automation of the Helpdesk support and service operation, maintenance of SLA metrics across process and on call coverage features.  Major Implementation:   * Standardization and implementation of best practices in Service-Now. * Simplification of forms to get a best performance. * Creation of a calendar and reports to scheduling all the tickets * Management of different views depending the user and categories.   Responsibilities:   * Understanding Client’s Business Case and Responsible for Business Analysis and Requirements Collection * Estimate the Level of Effort for some project. * Analyzing the codes of different partners. * Coordinate with offshore in development to work in the task assigned to our team. * Corroborate that code is upload successful to others instances. * To give maintain and upload the hierarchy tables. | | |

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| Service-Now Admin | | | |
| Company: | Flextronics | | |
| Client: | Flextronics | Dates: | April 2011 to March 2013 |
| Technologies: | Service-Now modules: Incidents, Notification, Change, ITIL, Service Catalogs | | |
| Activities | Service Now:  Service-now is a tool to the management of requests and incidents, it allows of an easy way to the user to have the control of all needs through a system of tickets, that it can be customized for the developers regarding the needs of users and the company itself.  This is a new implementation of all the Flextronics Support, Service Process and Management Operation with ITIL V3 Framework in Service now web interface. These services mainly include the automation of the Helpdesk support and service operation, maintenance of SLA metrics across process and on call coverage features.  Major Implementation:   * Creating a new module to management of finances and warehouse stocktaking. * Trigger automatically a report about the specification of a ticket and also update automatically the status of a ticket. * Creation of a workflow for PDA requests. * Automation of Email creation (Runbook). * Help in the creation to automation to add a new user in the system. * I developed the rules for approvers regarding his/her title in the company.   Responsibilities:   * Creation of new forms. * Upload the changes each week to different instances. * To give maintain to some workflows and items periodically. * Coordinate with my team, what ticket would be assigned to who. * Inform about the incident with a high priority. * Make a Report about the activities of Service-now one per month | | |

**EDUCATIONAL QUALIFICATION**

**Post-Graduation**

Degree : Computer Engineering

College/Campus : Engineering, Campus Guadalupe Zuno

University : Universidad Guadalajara Lamar.

**Under-Graduation**

Degree : Computer Engineering

College/Campus : Engineering, Campus Guadalupe Zuno

University : Universidad Guadalajara Lamar.

**Highlights:**

* Post-Graduation with Good Grade (9.3)