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|  | **José Arturo de los Angeles Salgado** Servicenow Certified Administrator |  |

Email: [athimoolam.narayanasamy@Sintesys.US](mailto:athimoolam.narayanasamy@Sintesys.US)

Shelton, Connecticut

Certified ServiceNow Administrator. Within the realm of ServiceNow skill set include: administer ServiceNow tool, configure Application UI, configure workflow, customize ServiceNow applications, Modules Configuration including Service Catalog, Change Management, Incident Management, Problem Management, Knowledge Base, It governance, IT Cost, Field Service, etc. Facilitate rollout of new applications and modules, collaborate effectively with other SeviceNow administrators to develop global solutions, handle general updates and configuration changes/requests, identify system deficiencies and recommend solutions, and establish ServiceNow development standards. 2 years of javascript/jellybeans development of custom modules, scripting and personalized workflows according to the needs of the clients/companies.

**PROFESSIONAL SUMMARY**

* 10+ years of total IT experience in Software development.
* ServiceNow configuration and workflow personalization.
* ServiceNow scripting using JavaScript and JellyBeans to develop custom modules and adhoc workflows.
* Expert usage of Web Services API technologies including REST and SOAP.
* 3+ years of ITIL implementation on different platforms including Remedy, Servicenow and Propetary platforms.
* Good exposure to Amazon EC2, Google App Engine, Force.com
* 5+ Javascript/Ajax development.
* 4+ years of experience with Java/J2EE
* Expert Knowledge of Web technologies: HTML, HTML5, Javascript, jQuery, CSS, CSS3.
* Expert knowledge in Databases Analysis and Relational Design having the most experience in MySQL, but also have worked on MS SQL and Oracle.
* As Team Lead had worked under the specification of the PMBOK version 4.
* Team lead in web development under the agile and scrum practices.
* Excellent gathering of requirements and translation into software system applying the right database entities, the right UI designs and suability, and the right business workflow.
* University Seasonal lecturer: I have taught during the past 8 years subjects such as : Object Oriented Programming, Computer graphics, Java, C#, ASP.NET, Software Quality Assurance, Algorithms and Data Structures, UML, Project Management.
* Owned the responsibilities of defining Base line Architecture, database relational design, design documents and data standards
* Catalogued projects from conceptual phase to go-live phase by utilizing Technical and Project Management skills.
* Expert in Java and Java related technologies such as Object Oriented Programming, JDBC, Swing, JSP/Servlets.
* MVC Expert. (Codeigniter, Backbone, PHPCake, Struts, ASP MVC 4)
* Experience in Ruby/Ruby on Rails development using Backbone in the frontend.
* Quick, long life learner, good Team player and Team Lead.

**PROFESSIONAL CERTIFICATIONS**

* IELTS (7.0)
* TOEFL (600+)

**MEMBERSHIPS**

* Member of the Association for Computer Machinery ACM
* Lynda.com
* PluralSight
* Drupalize.me
* Oreilly Online Training Library.

**TECHNICAL SKILLS**

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| **Programming Languages** | PHP, Java, Javascript, C#, ASP.net |
| **Web Technologies** | XML, HTML, JSON, HTML5, CSS3, BOOTSTRAP |
| **Web & Application Servers** | Apache, Tomcat, Webbrick, IIS |
| **Databases** | MySQL, MS SQL, Oracle |
| **Cloud** | AWS, Azure,Heroku |
| **Operating Systems** | Linux, Unix, WIndows |
| **Frameworks** | ITIL, Codeigniter, PHPCake, ZendFramework Symfony,jQuery , Prototype. |
| **IDE** | Eclipse, Netbeans, Dreamweaver |
| **Scripting Languages** | Javascript, Ruby, PHP |
| **Version Control Systems** | CVS, GiT |
| **Management Tools** | MS Project, Collab. |
| **SaaS, ITIL** | ServiceNow |
| **Other Tools** | Adobe Fireworks, Flash and ActionScript |

**PROFESSIONAL EXPERIENCE**

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| Senior Web Developer | | | |
| Company: | Sintesys | | |
| Client: | Consulate Health Care | Dates: | November 2012- Present |
| Technologies: | ServiceNow, ITIL, Javascript, JellyBeans | | |
| Activities | My work for Sintesys has been mainly related I the field of ServiceNow, configuring the tool and developing custom modules and workflows.  ServiceNow UI customization.   * ServiceNow workflow customization. * Develop ServiceNow features using javascript/jellybeans * Program and Implement different modules like incident, change and problem management modules in ServiceNow tool. * BMC Remedy - Enterprise Server Management (IT IS), Service Management * Identify and recommend system functionality and improvements. * Optimize SQL queries structure to improve performance * ServiceNow Integration with REST services. | | |
| Senior Web Developer and Web Lead | | | |
| Company: | Creative Works | | |
| Client: | Tribus Group, Omega Wines and Spirits, advontmedia, etc. | Dates: | February 2012 to November 2014 |
| Technologies: | Wordpress, Drupal, Responsive Design, Joomla, Bootstrap, Codeigniter,PHP MySQL, XML, JSON, Agile, Scrum, MS Project, Pair Programming, Symfony. | | |
| Activities | My work for creative works has been focused on developing web applications: The projects we have delivered have been based , but not limited, to the following technologies: Wordpress, Drupal, Prestashop, SugarCRM, Zurmo CRM, Joomla. Also we have been in the development of custom software based on frameworks such as CodeIgniter, PHPCake, Sympfony, Zend and lately also have include a non PHP technology such as Ruby and Ruby on Rails.  My Duties in Creative Works included:   * Manage small groups and individuals (1-10 people including developers and QA analyst) * Theming for many different platforms such as Wordpress, Prestashop, Drupal and many others. * Responsive design * Customization of workflows * Modules, Widgets and Plugin development * Definition of working methodologies such as Agile, Scrum and Pair Programming. * Assessment of Quality Assurance * Integration with Payments gateways * Full projects development cycles and assessment * SEO optimization * PHP development * MySQL queries * For custom projects, analyze, model, define the WBS, lead and also contribute in the development and testing of solutions in pure PHP/MySQL and also using frameworks such as : CodeIgniter, PHPCake, Zend and Symfony. * I was also responsible for taking the clients requirements and establishing the best technologies for each project, always with excellent results. | | |

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| SR Web Developer, Project Management | | | |
| Company: | Aztech Interactive | | |
| Client: | EMI, Atalon Group, etc. | Dates: | February 2009 to February 2012 |
| Technologies: | Java, Java EE, PHP , MySQL, CSS, JQuery/Ajax, Prototype. Code Igniter, Spring. Java Beans, JDBC, Swing, Jquery, JQuery UI | | |
| Activities | Aztech interactive / Valet Software, is a strong it partnership, Based in Redondo Beach, dedicated to the development of web applications that make use of a wide range of technologies from Java EE and python to ruby on rails and recently node.js The variety of projects is also diverse ranging from customized ERPs and CRMs to brochures and CMSs, of course including e-commerce solutions. At Aztec interactive/Valet Software I served on tasks such as the following:   * Involved in design, development, implementation, testing of a proprietary ERP/CRM/E-commerce web based Solution. * Manage of Projects mostly related to e-commerce * Mange teams of developers as well as testers. * Meet project deliverables dates and releases on time. * Proposal and adoption of frameworks within the company to accelerate the delivery time * Involved in regular coding of projects * Involved in design of databases and optimization of queries for the systems. | | |

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| Web Developer, Team Lead | | | |
| Company: | SIAE | | |
| Client: | Many Universities and Education Institutions | Dates: | February 2008 to February 2009 |
| Technologies: | Java, Java EE, SWING, JDBC, Ant. MySQL, Javascript, Prototype/Scriptaculous | | |
| Activities | SIAE was a start-up company located in the city of puebla, mexico, dedicated to provide ERP systems to Academic Institutions. In Siae we started using JAVA Desktop applications. as our customers grew and varied in size and locations we quickly moved to web based systems, primarily in Java EE and PHP for many other projects. Being the head of the company and being involved in many aspects of it I served in many different aspects of the software development cycle of things in a very short time, from gathering requirements, to testing and quality assurance of the software quality.   * Involved in design, development, implementation, testing of a proprietary ERP/CRM/E-commerce web based Solution. * Manage of Projects mostly related to e-commerce * Mange teams of developers as well as testers. * Meet project deliverables dates and releases on time. * Proposal and adoption of frameworks within the company to accelerate the delivery time * Involved in regular coding of projects * Involved in design of databases and optimization of queries for the systems. | | |

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| Java / Jsp Servlets Developer | | | |
| Company: | Cellfusion | | |
| Client: | DINA, Siemmens and many others. | Dates: | August 2004 to August 2005 |
| Technologies: | **Java, Java EE, SWING, JDBC, Ant. MySQL, Javascript, Prototype/Scriptaculous** | | |
| Activities | Cell Fusion is a company dedicated primarily to provide the software for the automotive industry. Cell Fusion has a proprietary java/Oracle based ERP product. At cell fusion my duties included   * Creation of Java programs to automate data entry and testing of the main ERP product. * Maintain and update Swing modules. * Optimize SQL queries for Oracle. * Creation of Java beans to map Database Queries * Creation of friendly, graphic interfaces for data entry to the main ERP product. | | |

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| Fulltime lecturer / Part time lecturer | | | |
| Company: | **Madero University** | | |
| Client: | Bachelors Education. | Dates: | Fulltime Lecturer:2004-2006.  Part time lecturer:2006-Present |
| Subjects: | Object Oriented Programming, UML, JDBC, Computer Graphics, C#, ASP.NET, MVC, Pattern Design, Algorithms and Data Structures, JSP Servlets, Probability and Statistics, Software Quality Assurance, Project Management among many other subjects. | | |
| Activities | Madero University is a prestigious private university in the city of Puebla. Having been awarded with a scholarship to attend a Msc degree in computer science, it was my duty to give back something to the community. I taught full time from 2004-2006 After that I have taught partial time mainly in the mornings from 7 am to 8.30 am. Teaching has helped me to stay current and aware of many diverse technologies. | | |

**EDUCATIONAL QUALIFICATION**

**Post-Graduation**

Degree : M.S. in Advanced Computer Science

University : University of Sheffield. England, U.K.

**Under-Graduation**

Degree : B. S. in Computer Science

University : Universidad Autónoma de Puebla, México

**Highlights:**

* National Council of Science and Technology full scholarship for attending the Master’s Degree.
* First Class in Post-Graduation