

Daniel Pettet

About



Age: 35
Mobile: +49 173 4289 969
Email: dan@dynamicdan.com
Languages: English (native) + German (fluent)
Current Positions: Senior Technical Consultant/Architect

Status:

- Improving enterprise sales and consulting skills in ITSM++
- Architecting CMS and Demand Management solutions
- Exploring node and web app technologies
- Supporting my developer/IFTTT hobby addictions
- Developing fatherly super powers

Digital Profiles



<http://www.DynamicDan.com>



<https://twitter.com/dynamikdan>



<https://stackoverflow.com/users/916632/dynamicdan>



<https://github.com/dynamicdan>



https://www.xing.com/profile/Daniel_Pettet



<https://www.linkedin.com/in/dynamicdan>



<https://www.kaggle.com/dynamicd>

Interests

- The future landscape of platform agnostic applications
- Interaction design and usability challenges
- Rich interactive experiences with Javascript and the latest web technologies
- “Light touch” or configuration based hacking for quick wins
- Developing and consulting on new business ventures and testing their feasibility
- Finding the right balance between planning and doing (SCRUM/AGILE...)

My dream job involves full stack development and complete project representation. Eg, guiding both the customer from a process and user experience perspective AND the technical team through to realisation.

Skills Summary

I am always creative, seeking the challenging, and constantly optimising process. Over the years I have developed a great appreciation for Interaction Design and Agile development that often shows through in my work and working style.

Below is a consolidated fundamental skills list (contact me for a more detailed list).

Technical

Highly experienced with: **UxD**, **JS**, LAMP setups/dev, CSS/SASS, SQL, **Task runners** (GruntJS), HTML5, ITIL. Familiar with Angular JS, C/C++, OpenGL, Perl, Automated testing (Selenium, CasperJS), **Continuous Integration** (Jenkins), Java. Multimedia s/w: Adobe Suite (esp. Photoshop), Final Cut Pro, Maya 3D. (+iOS native dev basics).

Systems + Platform Know-how

Bootstrap, Backbone, Node (see my [SN-FileSync](#) repo), Wordpress, ServiceNow, Drupal, Codeigniter, Joomla, Tornado, Linux (Terminal), Mac OS, Windows...

Business + Consulting

Supporting business process development and running training workshops, options analysis, increment planning, project planning, risk assessment, marketing plans, feasibility studies, surveys, business plans (RMIT 2006 business plan competition entrant), pitches & presentations, sales & telemarketing, human resource development.

Personal + Team

Leading the leader, mentoring (and "being a good follower") skills picked up via the Student Leadership Programme (RMIT) along with personal awareness (SWOT, stress management etc.)

Education + Training Summary

- 2019 ServiceNow Virtual Agent & Agent Intelligence Micro Certificates
- 2019 ServiceNow Certified Implementation Specialist – IT Service Management
- 2019 ServiceNow Certified System Administrator
- 2016 ServiceNow Technical Best Practice Workshop Leader
- 2014 ServiceNow Technical Best Practice Consultant
- 2014 ITIL v3 Foundation Exam 2011
- 2012 Drupal Conference
- 2006 Bachelor of Multimedia Systems Design (with Distinction), RMIT
- 2005 Student Leadership Programme, RMIT
- 2002 VCE completed, University High School

Motivation

I enjoy change, challenges and learning new technologies. Recent challenges have been less technical orientated and more business culture based. The marriage between technical development and business demands has become more important in my daily routine which is why working more on the project management side has become strategically more important for me.

Walking a non-technical team through the recommended options with insight into scalability, future readiness, user experience and implementation risk is highly rewarding and also self educating.

I thrive in team environments that supports collaboration, transparency and a “no bullshit” culture. At the end of the day, I want to have fun in my job, with my team and have solved some interesting challenges.

In my spare time I go on bike rides, play squash and annoy my family and friends with futuristic dystopian sci-fi fantasy!

Project Summary

A few recent projects are listed below to demonstrate the range of work and skills used. A complete list and folio can be provided upon request.

ServiceNow - "JEDI" (Global) Platform architect, process consultant and developer for a Knowledge and Demand Management platform.	May/2019 - (current)
ServiceNow - Shell (NL) Shell solution architect guiding multiple levels of business and remote teams.	Jan/2018 - Apr/2019
ServiceNow - Royal Philips (NL) Platform architect and defect manager to support a major upgrade.	May/2017 - Jan/2018
ServiceNow - Allianz Managed Operations & Services SE (DE) Technical consultant and team lead for request fulfilment, CMS/portal, incident, problem and Knowledge streams.	June/2015 - May/2017
Earlybirds Babywear (AU) Technical lead and coordinator for development, management and SEO optimisation.	Jan/2009 - Mar/2019
ServiceNow - Daimler (DE) Key consulting role for CMDB/Service Catalog and Service Portal development.	Apr/2017 - July/2017
ServiceNow - BMW (DE) ServiceNow platform architect to support the integration of multiple systems.	Sep/2016 - Feb/2017
Skoobe (DE) Maintainer of the mobile and desktop websites. Provided strategic advice and support for new features.	Dec/2012 - Nov2013
Rachel Carson Center (LMU, DE) Lead technical coordinator, consultant and developer for the environment and society portal and it's 4+ search tools (timeline, map, SERP, tree search...).	Sep/2010 - Apr/2013
Sapient (DE) Senior frontend developer consulting with information architecture and design teams on the Bausch + Lomb B2B project.	Jan - Mar/2013
BillClick (AU) Lead technical director/developer for a Melbourne startup business.	May/2010 - Apr/2012
Tado (DE) Consulted, designed and developed with Tado to create their heating scheduler system (web app).	Nov/2011 - Feb/2012
Lusini (DE) GUI developer and server client integrator. Responsible for building a search prototype and implementing the search logic for an ecommerce platform.	Aug/2010 - Nov/2011
Publicis (DE) Interactive developer using Flex/Flash and OpenEngine technologies working mainly on Siemens and EADS internet/intranet sites.	Oct/2009 - Feb/2010
RMIT Research and Design Institute (AU) Lead developer using Adobe Flex and Google Maps API to match up paintings at specific locations with Satellite imagery.	Feb/2009 - Feb/2010

References

- | | | |
|---|---|---|
| 1 | ServiceNow
Ulrich Jugl
(Manager, Customer Outcomes, EMEA Platform Practice) | +49 152 043 58270
ulrich.jugl@servicenow.com |
| 2 | Earlybirds Babywear
Lynda Day
(Business Owner) | +61 418 374 402
lynda@earlybirds.com.au |
| 3 | Skoobe
Saskia Vernickel
(Website Product owner) | +49 89 2429267 - 14
sv@skoobe.de |
| 4 | Rachel Carson Center
Wilko Graf von Hardenberg
(Assisting Project Coordinator) | +49 89 2180 72356
wilko.hardenberg@carsoncenter.lmu.de |
| 5 | Sapient Nitro
Florian Feiler
(Senior Frontend Developer) | ffeiler@sapient.com |
| 6 | Lusini
Karl Pitrich
(CTO) | +49 171 497 0703
karl.pitrich@lusini.com |

Additional References

- | | |
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| Right Side Design - Colin Leask | +61 413 991 255 |
| Publicis Munich - Max Eiselsberger | +49 89 904007 5806 |
| Tado - Johannes Schwarz | +49 176 9939 7907 |
| RMIT short courses - Tahnee Moore | +61 3 9925 4107 |
| RMIT TAFE courses - Rebekha Naim | +61 407 399 821 |
| University High School - Mr. Moyle (physics teacher) | +61 3 9347 2022 |
| RMIT University | +61 3 9925 7255 |

