

Edgardo Amaya

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About Me

Electronic Engineer and Certified ServiceNow Consultant with more than 17 years of experience in the ICT industry. After a decade of leading IT operations and web projects, I shifted my focus in 2019 to mastering ServiceNow. Today, I leverage my extensive background to build custom applications and automate work-flows that drive organizational efficiency.

Education

- Full Stack** **Universidad Del Norte**, Full stack developer - Barranquilla, CO 2018 – 2018
FULL STACK DEVELOPER TECHNOLOGIES AND TOOLS: Version control software, Development environment with Docker, NodeJS and npm. Design, development and documentation of APIs. MongoDB database and communication with real-time databases in Firebase, JWT Security, Performance, Testing, CSS framework Material-UI / Bootstrap and SASS, Javascript, React + Redux. Authentication and file storage in Firebase.
- B.Eng** **Universidad Autonoma De Colombia**, Electronic Engineering - Bogota, CO 2002 – 2004
Integral professional with solid scientific, technological and humanistic knowledge, so he has the capacity to design, implement and execute projects in telecommunications and telematic networks; advise and execute automation projects in industrial processes and assimilate and develop the changes that technological evolution requires.
- B.Tech** **Corporacion Politecnico De La Costa Atlantica**, Technologist in Electronics 1999 – 2002
and Telecommunications - Barranquilla, CO
Professional who consolidates the theoretical and conceptual foundation that allows him to act with creativity in the design of electronic systems, automatic control, data networks and telecommunications.

Other Studies and Certifications

- B2 English - Linguistic Audit - Berlitz
- Scrum Fundamentals certified - SCRUMstudy
- Certified System Administrator (CSA) - ServiceNow
- Professional Development - Associate Application Developer Journey - ServiceNow (Estimated completion: 2026).
- Delivery Accreditation - AI Agents - ServiceNow
- Micro-Certification - Automated Test Framework - ServiceNow
- Micro-Certification - Platform Analytics - ServiceNow
- Scripting in ServiceNow Fundamentals - ServiceNow
- TOC in Supply Chain - K2 Solutions
- Asterisk Training - NetSecurity Solutions
- Telematics and Networks Seminar - Politécnico Costa Atlántica

Experience

ESM System Administrator III, SLB (*Schlumberger*) – Bogota, CO

2021 – present

ServiceNow Center of Excellence (CoE) Specialist / Engineer

- Governance & Best Practices: Define and implement platform standards and governance frameworks within the Center of Excellence (CoE) to ensure scalable and maintainable ServiceNow solutions across multiple business units.
- Strategic Implementation: Drive full-lifecycle ServiceNow implementations for diverse (*internals*) clients, acting as a technical authority for Service Catalog, ITSM (*Incident/Problem/Change*), CMDB, Knowledge Management, and Service Portals.
- Advanced Portal Development: Design and architect high-performance Service Portals utilizing AngularJS, Bootstrap, and JavaScript, ensuring a unified and intuitive user experience (UX) aligned with CoE design standards.
- Cross-Functional Collaboration: Partner with stakeholders to translate complex business requirements into technical roadmaps, ensuring 100% alignment with the organization's strategic digital transformation goals.

ServiceNow developer, Thirdera (*Now part of Cognizant*) – Barranquilla, CO

2019 – 2021

ServiceNow Implementation

- Developed high-impact Service Portals utilizing AngularJS, Bootstrap, JavaScript, HTML, and CSS to enhance user experience (UX) and interface design.
- Executed end-to-end ServiceNow implementations for the company, focusing on system configuration, administration, and architectural design.
- Optimized core modules including Service Catalog, Incident, Problem, Change Management, CMDB, and Knowledge Management.

Digital research analyst, Bilateral (*Now Quantica BPO*) – Barranquilla, CO

2017 – 2019

- Conduct daily multi-platform analysis of audience ratings, content acquisition, and subscription performance metrics.
- Perform deep-funnel analysis to optimize user journeys, identifying conversion bottlenecks and growth opportunities.
- Leverage data structures to extract, validate, and interpret complex datasets across all digital channels.
- Deliver actionable recommendations based on research findings to drive data-informed decision-making for stakeholders.

System coordinator, Grupo Zambrano S.A.S. – Barranquilla, CO

2013 – 2017

IT Systems & Infrastructure Coordinator

- Directing IT operations and infrastructure strategy for a diverse business holding, overseeing technological support across multiple cities nationwide.
- Leading end-to-end IT infrastructure projects that optimize operational efficiency within Administrative, Logistics, and Commercial departments.
- Managing cross-functional technology roadmaps to ensure system high availability and scalability for all subsidiary companies.
- Orchestrating technical support teams and vendor relationships to maintain seamless connectivity and hardware performance.

Independent Consultant, SCM & Sales Systems Specialist – Barranquilla, CO

2011 – 2013

IT Consultant & Developer, SCM Systems Specialist

- Sales Pipeline & Lead Management Solution: Designed and deployed a custom client management application for Grupo Zambrano to optimize the commercial funnel and sales outreach strategy.
- Target-Driven Performance: Integrated advanced parameters to manage and track daily customer contact quotas, ensuring the necessary flow of leads to meet and exceed monthly purchase order targets.
- Decision-Making & Commercial Impact: Provided the sales force with real-time visibility into the customer lifecycle, allowing for proactive adjustments in sales tactics to ensure the projected volume of monthly acquisitions.
- System Integration & Forecasting: Built custom modules for real-time synchronization between commercial activities and sales goals, enabling high-precision forecasting and data-driven customer relationship management.
- Skill Acceleration: Dedicated an intensive period to mastering advanced programming languages and frameworks, applying new methodologies to internal R&D projects.

Director of IT & Application Development, NODOX Consulting Group S.A.S – Barranquilla, CO 2010 – 2011

Strategic Leadership & Project Management

- Strategic Project Leadership: Directed the full lifecycle of IT and Telecommunications projects, ensuring technical roadmaps were strictly aligned with corporate growth and digital transformation goals.
- 3D Prototyping & Cost Efficiency: Integrated 2D/3D photo-realistic modeling for market validation, significantly reducing physical prototyping costs and accelerating time-to-market for new product concepts.
- Corporate Identity Modernization: Led multimedia and branding initiatives, utilizing advanced 3D animation and visual effects to enhance digital competitiveness and global brand positioning.
- Resource & Technology Optimization: Managed the strategic adoption of open-source software and multimedia assets to deliver high-quality technical solutions while maximizing budget efficiency.

IT Systems & Billing Coordinator, IPS Clínica Las Américas (Now Novasalud Caribe IPS) – Soledad, CO 2008 – 2010

- Strategic Advisory: Active member of the Administrative Committee, providing technical insights and data-driven recommendations to Senior Management for institutional decision-making.
- Infrastructure Management: Managed the clinic's Local Area Network (LAN), server administration, and workstation maintenance, ensuring 24/7 operational continuity.
- Process Optimization: Overhauled the billing cycle, from data consolidation to final invoicing, improving accuracy and reducing payment processing times.
- Technical Empowerment: Led staff training and provided cross-departmental technical support, fostering a high level of digital literacy across the medical and administrative teams.

Independent Consultant, SCM Systems Specialist – Barranquilla, CO 2007 – 2008

- Strategic Advisory for "Pegaso" SCM: Provided expert technical and functional consultancy for the "Pegaso" logistics platform, optimizing its performance and alignment with supply chain business rules for key regional clients.
- Commercial Intelligence & Decision-Making: Developed and integrated real-time supply data modules, enabling commercial teams to conduct data-driven negotiations with clients regarding live stock availability and accurate delivery timelines.
- System Integration & Data Accuracy: Engineered custom synchronization modules between warehouse operations and commercial interfaces, ensuring 100% data integrity and real-time visibility across the distribution chain.
- Technical Upskilling & R&D: Dedicated intensive research and development to master emerging full-stack architectures and advanced programming methodologies, applying these innovations to enhance existing logistics software.

IT Director, K2 SOLUTIONS LTDA – Barranquilla, CO 2005 – 2007

- **Project Leadership:** Spearheaded the "Pegaso" inventory management project, aligning technical development with supply chain logistics requirements.
- **Resource Management:** Managed the full allocation of IT and telecommunications resources, ensuring project milestones were met within budget and technical specifications.
- **Team Leadership:** Oversaw the technical team and departmental personnel, fostering a high-performance environment to deliver scalable software solutions.
- **Operational Excellence:** Defined and implemented supply chain alignment strategies within the platform to improve inventory turnover and distribution accuracy for end-users.

Projects

Connect Portal - external service portal (Servicenow)

2020 – 2020

Designed and developed a 100% custom telecommunications portal for resellers, utilizing bespoke widgets instead of Out-of-the-Box (OOB) components.

- Implemented a high-complexity Tree View structure to visualize intricate data models, including orders, line items, and network characteristics.
- Developed a Network Dashboard featuring interactive maps for real-time global incident tracking and status visualization.
- Created a "My Cases" interface with advanced data visualization (charts/reports) to streamline case management for users and companies.

Customer Portal - external service portal (Servicenow)

2020 – 2020

Developed a comprehensive project management portal for clients lacking internal tracking systems, ensuring secure and streamlined workflow visibility.

- Engineered a centralized landing page that enables users to execute critical actions, such as approving user stories and managing project costs, in a single view.
- Implemented an automated notification engine (Email & In-app) to provide real-time updates on project milestones and story status.
- Designed advanced reporting modules to track budget allocation and project evolution, comparing current status against historical data.
- Optimized data accessibility by creating an intuitive, high-performance filtering system for managing high-volume ticket backlogs.

GSE Logistic (SaaS Web)

2015 – 2016

International Procurement & BI Platform

- **Business Intelligence & Workflow Automation:** Designed and developed a custom SaaS-style internal web platform to centralize international purchasing operations for Grupo Zambrano, replacing inefficient Excel and email-based processes.
- **Operational Impact:** Engineered automated workflows to track international requirements, customs documentation, and logistics milestones, significantly reducing lead times and operational costs through proactive alerts and document management.
- **Supply Chain Visibility:** Enabled real-time tracking of purchase statuses, ensuring stakeholders had immediate access to critical documentation and providing the commercial team with accurate data to improve client response times.
- **Technical Architecture:** Developed using MVC Architecture and Object-Oriented Programming (OOP), featuring a responsive HTML5/CSS3 design and high-performance open-source components for scalable business data processing.
- **Full-Cycle Development:** Led the entire project lifecycle, from deep-dive requirements gathering and business logic analysis to the full deployment of the solution.

HydraBelt Inventory (web)

2014 – 2014

Mobile Real-Time Inventory & Sales Enablement Tool for Grupo Zambrano

- **Sales Empowerment:** Designed and developed a secure web-based platform specifically optimized for mobile devices (tablets and smartphones) to empower field sales teams during client on-site visits.
- **Real-Time Decision Making:** Integrated live inventory synchronization, allowing sales representatives to verify stock levels in real-time and negotiate order quantities and delivery timelines directly in front of the customer.
- **Security & Infrastructure:** Implemented a secure access layer via VPN, ensuring data integrity and protecting sensitive corporate supply chain information while maintaining high system performance.
- **Business Impact:** Streamlined the order-to-delivery cycle by eliminating manual stock inquiries, significantly increasing the agility of the commercial team and improving the accuracy of purchase orders placed from the field.
- **Technical Excellence:** Developed with a Mobile-First approach and a responsive interface, ensuring a seamless user experience across different screen sizes and operating systems.

Pegaso (Windows application)

2007 – 2007

A High-Performance SCM & Logistics Management System

- **Methodology & Logic:** Engineered a supply chain solution based on Theory of Constraints (*TOC*), integrating advanced Buffer Management logic. This includes the implementation of "Red Line" (*critical*), "Black Line" (*stock-out*), and Buffer Penetration metrics to automate replenishment and prioritize flow.
- **Scale & Performance:** Designed a robust client-server architecture capable of high-speed processing for large-scale datasets, managing over 10,000+ SKUs in real-time across the distribution network.
- **Decision Support:** Developed a suite of visualization tools for supply chain monitoring and customizable reporting modules, enabling commercial and logistics teams to identify bottlenecks and make data-driven decisions.
- **Business Impact:** Optimized inventory distribution and supply chain alignment, significantly reducing stock-outs and overstock by synchronizing real-time demand with warehouse availability.

Technical Skills

Development & Software Engineering:

Web & Full Stack: JavaScript, NodeJS, React + Redux, HTML5, PHP, CSS (SASS/Bootstrap/Material-UI)

Backend & Databases: SQL, MySQL, MongoDB, Firebase, Access (DAO/ADO)

Legacy & Desktop: Microsoft Visual Basic (Windows Forms), .NET installer packaging

Architecture: API Design, Client-Server architecture, Microservices

IT Infrastructure & Systems Administration:

Server Management: Windows Server (2000-2022), Linux/Ubuntu (Domain config, networking, users)

Virtualization: Expert in VirtualBox, Virtual PC, VMware & Proxmox/Virtual Server environments for testing

Web Servers: Advanced administration of IIS and Apache

IT Support: Advanced hardware/software maintenance, troubleshooting, and workstation optimization

Electronics & Telecommunications:

Embedded Systems: Advanced programming of PIC microcontrollers and IoT microcontrollers (ESP32/8266); Analog/Digital signals, sensors

Networking: Wired network infrastructure, telecommunications protocols, and signal processing

Hardware Control: Design and repair of control systems, sensors, and electronic components

Creative & Visual Design:

3D & Motion: 2D/3D conceptual design, photorealistic 3D modeling, animations, and corporate identity modernization

Web: HTML5, CSS3 & javascript; Legacy Web like Flash/ActionScript (Historical experience)

Data Analysis & Productivity:

Advanced Excel: Pivot tables, external data sources (ETL), complex formulas, and dynamic reporting

Office Suite: Advanced automation in Word (Diagrams/Technical documentation) and Access (Relational DB management)

Interests & Hobbies

- Applied Technology & IoT Development: Personal projects involving ESP32 microcontrollers and industrial sensor data integration into ServiceNow instances, demonstrating practical application of scripting and workflow automation skills.
- STEM Mentorship: Leading collaborative science and technology projects with my son and his friends, fostering creativity, teamwork, and practical engineering skills (e.g., custom remote-control builds).
- Cultural Exploration & Travel: Traveling extensively with my family across Colombia and worldwide, exploring museums, historical monuments, and natural landscapes to maintain a global perspective and healthy work-life balance.
- Creative Pursuits: Passion for baking (bread making and puddings), reading (books, comics, manga), and staying current with emerging technology trends and gaming.