*A person wearing glasses and a white shirt

Description automatically generated*

**Yohanes**

**Debebe Yilma**

Solution Engineer

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Addis Ababa, Ethiopia

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https://www.linkedin.com/in/yohanes-debebe-76024a209/

🔗

**Contact**

🏴 Ethiopian

📆 Date of birth 18/07/1998

💑 Single

*Solutions Engineer with a focus on ServiceNow, I have experience in developing technology-oriented solutions for companies of all sizes, from small-scale start-ups to massive international corporations. Over the course of my career, I have honed my skills in the areas of processes such as, ITSM, Hardware Asset Management, Security Operations, Computer Telephony Interaction (CTI).* *I developed a wide range of technical skills, including proficiency in JavaScript, AngularJS, NodeJS, Service Portal and Workspace Development, API Integration. My expertise in these areas has allowed me to streamline workflows and reduce operational costs for clients.*

# Work experience

**Solution Engineer for** [Dengene Technology Solutions](https://dengene.com) Addis Ababa, Ethiopia

Since July 2022

# Implemented ITSM processes for Humble Independent School District

# Implemented Computer Telephony Interaction (CTI) system by integrating Twilio API with ServiceNow

# Participated in development of Threat Intelligence Project that will be added to ServiceNow Store

* Designed and Implemented Hardware Asset Management Automation for Infrastructure Assets

# Built integrations between ServiceNow and other systems using APIs, including Adobe Acrobat Sign, Twilio, Active Directory, Recorded Future, Accenture.

# Designed and developed custom ServiceNow applications, workflows, and forms to meet business requirements.

# Created and configured ServiceNow modules, including Incident Management, Change Management, and Service Catalog

**Web Developer for** [Dan Energies](https://www.danenergyethiopia.com/) Addis Ababa, Ethiopia (Internship)

From October 2016 to March 2016

Development websites using React JS and Node JS. Continuously researched and adopted emerging technologies to improve development processes and enhance end-user experience.

# Education

**BSc. In Information System**   
Bahir Dar University  
Bahir Dar,Ethiopia

From October 2017 to September 2021

# Social Networks

**LinkedIn**: <https://www.linkedin.com/in/yohanes-debebe-76024a209/>

**GitHub**: <https://github.com/yohanes44>

# Programming Language

**JavaScript**

+2 years of professional and learning experience in web development.

**AngularJS/HTML/CSS**

+2 years Experienced on ServiceNow Portal Development.

**NodeJS**

+2 years Experienced on Integration of External Systems with ServiceNow Platform

# Technical Skills

|  |  |
| --- | --- |
| **Integration**  **Server-Side Scripting/Client-Side Scripting**  **Service Portal and Custom Workspace Development** | Built integrations between ServiceNow and other systems including Adobe Acrobat Sign, Twilio, Active Directory, Recorded Future, Accenture.Experience in ServiceNow Scripting including GlideRecord/AJAX/ScriptIclude/REST API/Workflow... Participated in several portal and workspace projects utilizing my scripting skills in JavaScript, AngularJS, HTML, CSS. |

# MAINLINE and MICRO Certifications

**ServiceNow Official Certifications**

<https://nowlearning.servicenow.com/lxp?id=nl_public&user=yohanesdyabb353f>

* **ServiceNow Certified System Administrator**
* **Micro-Certification - Flow Designer**
* **Micro-Certification - Integration Hub**
* **Micro-Certification - Configure the CMDB**
* **Micro-Certification - Performance Analytics**
* **Micro-Certification - Virtual Agent**
* **Micro-Certification - Agile and Test Management Implementation**

# Languages

**English**

**Amharic**

Professional

Native | Professional