Kyrillos S. Bishai

Software Engineer

Seeking a challenging career as a Software Developer with a progressive organization that provides an opportunity to capitalize my technical skills and abilities in the field of software engineering.

Experience

2022-10 – Present

Senior Software Engineer, ServiceNow Developer

Vodafone Intelligent Solutions _VOIS, DevOps & Cloud CoE Team (Giza, Egypt)

- Development and testing on NOW Platform using JavaScript and ServiceNow automation tools.
- Delivering customer needs on IT processes PPM and ITSM and automating these processes.
- Third-party integrations using REST and SOAP APIs.
- Supporting the live instance by resolving issues reported by customers as L3 Support.
- Business and technical analysis for stories writing and refinement.
- Conducting technical interviews for ServiceNow development candidates.
- Conducting technical sessions to enhance ServiceNow onboarding plan.

2020-11 – 2022-9

Software Engineer, ServiceNow Developer

Orange Business Services, SNow Development Team (Cairo, Egypt)

- Developing various features on NOW Platform and Service Portal using JavaScript and AngularJS.
- Delivering customer needs on IT processes ITSM, ITIL, CSM, CMDB and Service Requests and automating these processes.
- Third-party integrations using REST APIs.
- Domain Separation and Scopes to separate projects and applications on ServiceNow instances.

Education

2019-10 – 2020-06

ITI 9-Months Professional Diploma of Professional Web Development & Business Intelligence

Information Technology Institute ITI, Mansoura Branch

- Honored to be the **Team Leader** of System Development track.

2013-09 – 2018-07

B. SC. in Petroleum Exploration and Production Engineering

Faculty of Petroleum and Mining Engineering, Suez University

- Credit hours with a GPA of 2.98 out of 4.
- Project degree: Excellent (A).

2010-09 – 2013-07

General Secondary Education

Al-Ahmadiya Military Secondary School

- Score of 99.27%.

Previous Career Experience

2018-12 – 2019-07

Petrochemical engineer, field and DCS operator

TCI Sanmar, VCM-2 unit

- Operating the field pumps, columns, vessels, furnace and heat exchangers.
- Operating the DCS computers to maintain the progress of the processes.

Personal Info

Address

- Al-Nozha 2, **Cairo,** Egypt
- Al-Nady square, **Tanta**, Al-Gharbiya, Egypt

Phone

+20 127 514 4732 or
+20 155 101 1647

E-mail

pe.kyrillos.george@gmail.com

Date of birth

1995-12-20

Military service status

Exempted

Personal Skills

Communication; written, verbal and non-verbal
Arabic and English

Ability to work independently or as part of a team

Adaptability

Critical thinking

Emotional intelligence

Organized and efficient

Leadership skills and ability to motivate

Problem-solving

Certificates

ServiceNow Certified System Administrator
No. 21805061
17 January 2021

Courses

ITIL 4 Foundation – Megasoft
1 August 2021

References

Will be provided upon request.

⭐ Latest Projects

VCI	**Vodafone Cloud & Infrastructure IT Projects Management**
	ServiceNow PPM, integrations with internal Vodafone tools
SSD	**Orange Smart Service Desk for Smart ITSM**
	ServiceNow ITSM, integrating internal Orange tools for incidents and changes
MobilityNow	**Orange IMS CMDB and Service Requests Integrations**
	ServiceNow with APIs integrations with third-party Customers and Providers
New Start Sanitarium	***(Graduation)* Manage data, accountancy, store and system roles of New Start addiction-recovery sanitarium**
	MS SQL-Server, Angular 9, .NET Core APIs, JWT, Bootstrap
Exam System Database	**Integral DB to generate exams and automate their correction**
	MS SQL-Server and MS Report Builder
Online Cafeteria	**Manage clients orders online until prepared and delivered**
	MongoDB, Angular 8, ExpressJS, NodeJS, JWT, Bootstrap

🖥️ Technical Skills

Concepts	❖ **Programming fundamentals in C and C++ (OOP)**
	❖ **Data Structure and Algorithms**
	❖ **XML and Database fundamentals**
	❖ **Object-Oriented Analysis & Design using UML**
	❖ **Agile Software Development**
	❖ **Unit Testing**
	❖ **Design Patterns in .NET C#**
Technologies	❖ **Web Development using MEAN & MERN Stacks**
	❖ **Full-stack Web and Desktop Development using C# .NET Framework & .NET Core**
	❖ **Fundamentals of Mobile Cross-platform Development using Xamarin and React-Native**
	❖ **Database Development in SQL-Server**
	❖ **Business Intelligence and Big Data Fundamentals**
ServiceNow	❖ **NOW Platform UI- Navigation, Building and Customizing**
	❖ **Scripting Server and Client -sides with ServiceNow APIs**
	❖ **Service Portal- Branding, Building and Customizing**
	❖ **Building Custom Widgets using AngularJS**
	❖ **Domain Separation and Application Scopes**
	❖ **Flow Designer and Workflow process automation**
	❖ **IntegrationHub integrations with third-party applications**
	❖ **Outbound and Inbound REST APIs scripting**
	❖ **Events, Notifications and Scheduled Scripts**
	❖ **Data importing and Reporting**
	❖ **ACLs and Security of data and applications**
	❖ **CMDB, Service Catalog and Knowledge Base- Administration; Building and Customizing**
	❖ **ATF tests and test suites**
	❖ **Familiarity with ITIL, ITSM, CSM, PPM, ITAM…etc**
	❖ **Working with Updates Sets and Source Control**