

Molina Lim

DevOps Engineer (ServiceNow)

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Summary of Key Skills

ServiceNow Expertise: ITSM (Incident Management, Problem Management, Change Management, and Service Catalog), ServiceNow scripting (client-side scripts, server-side scripts, script includes, and scripted REST API), Service Portal customisations and ServiceNow solution developments.

Communication and Cultural Awareness: developed through working in customer service, as well as completing a course in Innovating in a Knowledge Society as part of my Bachelor of Science Studies.

Problem Solving: skills gained through participating in several competitive programming contests like ICPC, ANZPC, and Google Kickstart.

Leadership: skills gained through volunteering works (Class Representative at the University of Auckland and Project Manager for Web Development & Consulting Club) that balance team support, and ad-hoc responsibilities in a timely and professional manner.

Programming and Computing: ServiceNow, C/C++, Assembly, Python (+Flask), HTML, CSS, Git, Java, JavaScript (+React JS), REST API, SQL (+T-SQL & No-SQL), and familiar with Microsoft Office. Please check <https://github.com/molinalim> for my personal projects (E-commerce websites, etc).

Data management and Analytics: Big data, Business Intelligence, Cloud Computing with Azure, Microsoft SQL Server, Database System Knowledge gained through completing courses such as COMPSCI 351, BUSAN 302 and BUSAN 201.



Education

The University of Auckland, Auckland — Bachelor of Science

- Majors: Computer Science and Information and Technology management

Huntly College, Waikato — NCEA

- NCEA subjects: Mathematics (Calculus and Statistics), Accounting, Digital technologies, English, Physics, and Biology.



Experience

Spark New Zealand — DevOps Engineer (ServiceNow)

August 2022 – Now

- Develop and implement workflows, flows, business rules, UI policies, and client scripts to automate and streamline IT service processes.
- Write Script includes and REST API scripts to integrate ServiceNow with external systems.
- Customise Portal, ensuring an intuitive and user-friendly experience for end-users. Code and configure widgets to enhance the functionality and interactivity of the self-service portal.
- Customise and configure ServiceNow modules such as Incident Management, Problem Management, Change Management, and Service Catalog to align with ITIL best practices and organisational requirements.
- Perform system testing, troubleshooting, and bug fixing to ensure the stability and reliability of ServiceNow instance.
- Provide technical expertise to support end-users, including training and assistance.

EY — Tech Consultant Intern

November 2021 - March 2022

- Built a chatbot solution with ServiceNow
- Worked with EY's ServiceNow Team

Web Development & Consulting Club — Project Manager

April 2022 – August 2022

- Communicated with the Client and Developers
- Planned and monitor the progress of a web application project

JASMAX — IT Support Intern

July 2021 - August 2021

- Worked in a team to create new PowerShell scripts and application for the IT team to automate their repetitive tasks

University of Auckland Micro-Internship — SBA

November 2020 - December 2020

- Worked in a team to find the marketing solutions for SBA (Small Business Accounting New Zealand)

The University of Auckland, Auckland — Class Representative

March 2019 - July 2019 and March 2020 - July 2020

- Maintained weekly communication with classmates and lecturers to assess overall satisfaction, resolve complaints about academic issues.



Achievements

ServiceNow: Certified System Administrator

Microsoft Student Accelerator New Zealand - Software Development
2021 Pathway

Microsoft Certified: Azure Fundamentals Certificate
Cybersecurity Essentials
University of Auckland Class Representative Certificates
Micro-internship Certificate
95% - 100% Attendance Certificates
NCEA Level 2 Certificate achieved with Merit
Associate Tutor Certificate
NCEA Level 3 Certificate achieved with Merit



Interests

Designing and Developing Websites , 3D Arts , Computer Vision , Horror
Movies , Mobile games , Cloud Computing, ServiceNow

References

Referees are available upon request