

EMPLOYMENT

ServiceNow Specialist Lead	Deloitte ERDC	August 2021
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- Fulfill multiple roles including Technical Trainer, People Lead and ServiceNow Jr. Architect.
- Provide subject matter expertise on ServiceNow platform.
- Design and implement custom Java-based connectors and integrations for ServiceNow.

ServiceNow Technical Lead	Accesa	August 2019 – August 2021
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- Manage the evaluation and development plan for technical competencies of team members.
- Manage the training, coaching and development of new hires.
- Enforce best practices and ensure the team is up to date with the latest developments and practices in the ServiceNow environment.

ServiceNow Competence Area Lead	Accesa	August 2019 – August 2021
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- Manage the ServiceNow Competence area with the purpose of offering new opportunities for skills development and increasing the visibility of the area both internally and externally.

ServiceNow Developer	Accesa	August 2019 – August 2021
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- Provide subject matter expertise to ServiceNow platform, and ability to implement modules and integrations with other third-party applications.

ServiceNow Developer and Admin	Endava	June 2018 – August 2019
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- Troubleshoot and support ServiceNow configuration and data issues.
- Implement and maintain third party software integration within ServiceNow (Twilio, Confluence, ScienceLogic, Amazon Connect).

EDUCATION

Cluj-Napoca, Cluj	Technical University of Cluj Napoca	October 2017 – June 2019
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- Postgraduate Degree, Computer Science

Iasi, Iasi	“Alexandru Ioan Cuza” University	October 2011 – June 2014
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- Bachelor’s Degree, Psychology

TECHNICAL EXPERIENCE

ServiceNow Personal Projects

- **Broadcast messages** (2023). Push notifications to every logged in user.
- **Rollback Import Sets** (2023). Rollback inserts and updates after transforming an Import Set ([here](#)).
- **Excelsior – LMS for ServiceNow Training** (2022). Application for training ServiceNow developers.
- **ServiceNow VSDark Theme** (2022). ServiceNow dark theme based on the VS Code dark theme ([here](#)).
- **AutoSave Record** (2021). Enable autosave on any ServiceNow form ([here](#)).

CERTIFICATIONS

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- AWS – Building a Contact Centre using AWS, AWS
 - Python Development, Informal IT School
 - Certified System Administrator, ServiceNow
 - Certified Application Developer, ServiceNow

Languages and Technologies

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- JavaScript; Java; Python; PowerShell; Bash;
 - Svelte; React; AngularJS; TailwindCSS; Twitter Bootstrap;
 - Visual Studio Code; Docker;