ARIANNA LOUISE MEJIA

ServiceNow Administrator | 📞 +63918 389 9426 | @ arimejia4309@gmail.com | 📍 Pampanga, Philippines

🌐 https://theariannamejia.github.io/the-portfolio/
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PROFESSIONAL SUMMARY

ServiceNow Developer/Administrator with experience in platform customization, workflow automation, and system integrations. Skilled in web technologies and application troubleshooting, with a strong foundation in development best practices. Seeking opportunities to grow into broader software development roles while contributing technical expertise and problem-solving skills.

TECHNICAL SKILLS

- **Programming Languages:** C#, PHP, JavaScript
- **Web Technologies & Frameworks:** HTML, CSS, AngularJS
- **Platforms & Tools:** ServiceNow, Jira, Git
- **APIs & Integration:** REST APIs, ServiceNow–Jira Integration
- **Development Practices:** Agile/Scrum, Debugging, Unit Testing, Automation

PROFESSIONAL EXPERIENCE

DevOps ServiceNow Administrator

Aviat Networks, Bonifacio Global City, Taguig City, Philippines   📅 *June 2025 – Present*

- Developed and enhanced ServiceNow platform solutions, including workflows, forms, UI components, and automation scripts to support internal business processes.
- Planned and implemented integration between ServiceNow Incident Management and Jira Defect Tracking to streamline issue reporting, visibility, and resolution across teams.
- Performed unit testing, debugging, and troubleshooting of issues to validate system functionality and ensure alignment with business needs and best practices.
- Participated in Change Advisory Board (CAB) meetings to review, coordinate, and deploy system changes with minimal operational impact.
- Optimized system performance and user experience through configuration improvements and adherence to ServiceNow development standards.

ServiceNow Developer/Administrator

EMAPTA, Makati City, Philippines   📅 *October 2022 – April 2025*

- Designed and implemented ServiceNow solutions including workflows, forms, UI components, notifications, and system automations.
- Translated business requirements into technical configurations and enhancements to improve process efficiency and user experience.
- Participated in Scrum and agile development activities, collaborating with stakeholders, developers, and QA teams to deliver platform improvements.
- Performed unit testing, debugging, and troubleshooting to validate system functionality and resolve production issues.
- Supported system administration tasks such as user management, report creation, and service request handling.
- Ensured adherence to ServiceNow best practices, coding standards, and platform performance optimization.

ServiceNow Developer

Ernst & Young Global Services, Taguig City, Philippines   📅 *January 2022 – July 2022*

- Completed intensive ServiceNow Bootcamp training, gaining hands-on experience in core platform development and administration.
- Developed and implemented custom ServiceNow solutions, including workflows, forms, and UI configurations to support business requirements.
- Developed and enhanced platform functionality using best practices to improve process efficiency and user experience.
- Performed troubleshooting, debugging, and issue resolution to ensure system stability and quality.
- Collaborated with senior developers and stakeholders to deliver technical solutions aligned with organizational needs.
- Applied ServiceNow development standards to optimize performance and maintainability of solutions.

Associate

Innodata Inc., Mandaue Cebu, Philippines 📅 *November 2020 – December 2021*

- Processed, converted, and structured large volumes of data in accordance with project specifications and quality standards.
- Reviewed and validated encoded files to ensure accuracy, consistency, and compliance with client requirements.
- Identified, analyzed, and corrected data errors to maintain high-quality deliverables.
- Followed structured workflows and documentation standards to support efficient project execution.
- Collaborated with team members to meet deadlines and improve overall data processing efficiency.

EDUCATION

Holy Angel University 📅 *2015 – 2019*

B.S. Information Technology (Major in Web Development)

Chevalier School 📅 *2011 – 2015*

High School Diploma