ARIANNA LOUISE MEJIA

ServiceNow Administrator | ☎ +63918 389 9426 | ✉ ariannamejia4309@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

P ROFESSIONAL EXPERIENCE

DevOps ServiceNow Administrator
AviatNetworks, BonifacioGlobal 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&YoungGlobalServices, 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

InnodataInc., 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.InformationTechnology (Major in Web Development)

Chevalier School

2011 –2015

High School Diploma