Ngo Quoc Trung

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LinkedIn: Ngo Trung - ServiceNow Developer - DXC Technology | LinkedIn

SUMMARY

I have spent all my career with ServiceNow with almost 5 years' experience working with verity of ServiceNow modules, including HR, ITAM, ITOM, ITSM, Core platform and scope application which is I am working, and worked on several implementations (End to end or part of the project), POC, enhancements, project for multiple clients in ANZ and EMEA.

I am ServiceNow Dev, Admin, ServiceNow Certified Implementation Specialist (ITSM, CSM, SAM, HRSD, PPM, APM, Discovery, EM, SM). I also spend time learning modern technologies and best practices to become a better developer.

OBJECTIVE

As a ServiceNow Technical Lead, I aim to leverage my extensive experience in ServiceNow modules to design and deliver ServiceNow solutions with a technical architecture that ensures long-term success and complies with ServiceNow technical standards and leading practices. I will assess the organization's current processes and define future-state processes, collaborate closely with architects within the organization to align business needs with technical solutions effectively, provide oversight and unit testing of code developed by partners or internal employees, review business processes to leverage the capabilities of the ServiceNow platform, and exhibit a strong ability to find solutions to complex issues. I will guide business stakeholders and teams in completing essential documentation, such as business requirement documents for the technical aspects of the solution, and take responsibility for writing the solution design document, providing clear guidance for developers to follow and deliver.

TOP SKILLS

- JavaScript
- ServiceNow Certified System Administrator
- ServiceNow Certified System Developer
- ServiceNow Certified Implementation Specialist

EDUCATION

- Ton Duc Thang University - Bachelor's degree, Information Technology (2015 - 2019)

CERTIFICATIONS

All my ServiceNow certificates

- Certified Implementation Specialist - Customer Service Management
- Certified Implementation Specialist - IT Service Management
- Certified System Administrator
- Certified Implementation Specialist - Human Resources

- Certified Implementation Specialist - Software Asset Management
- Certified Implementation Specialist - Project PortfolioManagement
- Agile Software Development with Scrum - Axon Active
- Certified Implementation Specialist - Discovery
- Certified Implementation Specialist - Application Portfolio Management
- Certified Implementation Specialist - Event Management
- Quality Clouds foundation certification
- Suite Certification - CSM Professional
- Suite Certification - HR Professional
- Suite Certification - ITSM Professional
- Certified Application Developer
- Certified Implementation Specialist – Service Mapping
- Certified Implementation Specialist - Security Incident Response
- Certified Implementation Specialist – Hardware Asset Management

HONORS & AWARDS

- **Start Award** - DXC Technology Vietnam - Feb 2021
- **Best Team Award** - DXC Technology Vietnam - Feb 2021
- **Best Team Award** - DXC Technology Vietnam - May 2021
- **The Nominee AWARD** - DXC Technology Vietnam - May 2021
- **DXC ServiceNow - FY21 AWARD** - DXC Technology Vietnam - May 2021
- **Best Team Award** - DXC Technology Vietnam - Nov 2021
- **DXC Certificate TechINNO Ideation** - DXC Technology Vietnam - Oct 2021
- **Employees of the team** - DXC Technology Vietnam - Dec 2021
- **DXC Certificate TechINNO Ideation** - DXC Technology Vietnam - Dec 2021
- **DXC Certificate TechINNO Ideation** - DXC Technology Vietnam - Mar 2022
- **Employees of the team** - DXC Technology Vietnam - Mar 2023
- **Best Team Award** - DXC Technology Vietnam - Mar 2023

CLIENTS

- **Brunei's Petrol integration**   *Nov 2023 - Dec 2023*
    - Module: Core platform, Integration
    - My position: ServiceNow Consultant
    - My responsibilities:
        - Engage with Architect team to define solutions.
        - Estimate project.
        - Design, create and configure ServiceNow forms, Business Rules, UI Policies, UI Actions, Client Scripts and ACLs including advanced scripting.
- **Singapore Hospital**   *Oct 2023 – Nov 2023*

- Module: Core platform, ITSM, ITOM, Integration
- My position: ServiceNow consultant
- My responsibilities:
    - Engage with infrastructure team to setup POC on SCCM with service graph connector.
    - Engage with infrastructure team/solution team to set up and present ITSM, ITOM, ITAM function to clients.
    - Engage with infrastructure team/solution team to integrate and present Virtual Agent and MS team integration to client.
    - Engage with the pre-sale/solution team to create and present solution pitches and POCs/demos to clients, covering organizations differentiators, value propositions and solutions to client's problems.

- **Loreal**   *Sep 2021 - Present*
    - Module: Core platform, Scope application
    - My position: Technical Leader/ServiceNow developer
    - My responsibilities:
        - Review and analyze the effectiveness and efficiency of existing configuration and flows to develop strategies for improvement.
        - Development and execution of advanced scripting of business rules, UI Policies, UI Macros, Client Scripts, ACLs, flows, custom tables, reports etc.
        - Update and maintain technical documentation.
        - Research capabilities of the ServiceNow platform, provides recommendations and implements solutions to meet business requirements.
        - Lead as an experienced ServiceNow Developer and trusted advisor to our customers and our internal teams
        - Work closely with various teams to identify solutions and improve ServiceNow capabilities.
        - Advisor to developer from another Region/Zone
        - Engage with the Architect to produce high-level and /or detailed design of requirements.

- **BOQ**   *Sep 2021 - Jun 2022*
    - Module: ITOM
    - My position: ServiceNow developer
    - My responsibilities:
        - Focusing on ITOM development and configuration on ServiceNow platform this resource will deliver finalized ServiceNow Solutions utilizing the ServiceNow ITOM applications.
        - Corporate with client to analyze issue and fix it.
        - Installs and configures ServiceNow MID Servers in customer environments.
        - Code and Develop customized Patterns, Probes and Sensors for Discovery
        - Works with owners of data sources that are used to populate the CMDB.

- **Loreal**   *May 2021 - Oct 2021*
    - Module: Core platform (Service Request/Catalogue)

- My position: ServiceNow developer
- My responsibilities:
    - Regularly providing feedback into best practice and the practice knowledge base
    - Creation or modification of the simple transform maps, field maps, SLAs, ServiceNow reports and dashboards, basic script/configuration, simple Catalog item, Validation of ACL for troubleshooting, Workflow Troubleshooting, Service Portal, and other module related issues.
    - Work at 2nd Level of support and escalations.

- **City of Perth**   *Mar 2021 - Aug 2021*
    - Module: ITOM, SAM
    - My position: ServiceNow developer
    - My responsibilities:
        - Validating discovery results and troubleshooting
        - Focusing on ITOM development and configuration on ServiceNow platform, utilizing the ServiceNow Discovery applications.
        - Corporate with client to analyze issue and fix it.
        - Installs and configures ServiceNow MID Servers in customer environments.
        - Code and Develop customized Patterns, Probes and Sensors for Discovery
        - Works with owners of data sources that are used to populate the CMDB.
        - Deliver projects on customer instance.
        - Set up foundation data such as software model, entitlement data.
        - Using Flow Designer with Integration Hub and Service request to deploy the automation install software solution.

- **Shiseido**   *Feb 2021 - Jun 2021*
    - Module: HRSD, Core platform (Catalog item)
    - My position: ServiceNow developer
    - My responsibilities:
        - Configure application related fields, forms, views, email notifications, ACL and workflows and scripts to personalize existing ServiceNow applications.
        - Build, maintain and enhance service requests from customer requirements including requests, request items and tasks using workflows.

- **NSRP**   *Jul 2020 - Jan 2021*
    - Module: ITSM, SAM
    - My position: ServiceNow developer
    - My responsibilities:
        - Implement ServiceNow platform capabilities specifically the ITAM, ITSM including form configuration, workflow administration, reporting, data imports, custom scripting, and third-party software integrations.
        - Deploy, test and document digital solutions.
        - Implementing application modules including Incident, Problem, Change, Release, Asset, CMDB, Knowledge, and Self-service Portal.
        - Building technical solutions based on client's needs and process requirements.

- Recommending, developing, configurating, testing and implementing specific enhancements adapted to the functional needs and the technical environment of the clients.
- Integrated with other system by inbound email action.
- Customizes ServiceNow configurations, including custom scripts, workflows to automate/digitize manual processes.
- Responsible for design, development and implementation of modules and application on ServiceNow platform

- **QLR**   *May 2020 - Jul 2020*
  - Module: Core platform (Legacy data migration)
  - My position: ServiceNow developer
  - My responsibilities:
    - Design and modify ServiceNow forms, workflows, scripts, transform maps.
    - Build service requests from customer requirements including requests, request items and tasks using workflows.
    - Develop custom integration components and integrate with legacy systems.

- **MRL**   *Apr 2020 - May 2020*
  - Module: Core platform (Service catalog, Order Guide, integration)
  - My position: ServiceNow developer
  - My responsibilities:
    - Work with third party software – AirWatch, integrations with ServiceNow
    - Design, create and configure ServiceNow forms, Business Rules, UI Policies, UI Actions, Client Scripts and ACLs including advanced scripting.

- **Health e-Referral POC**   *Mar 2020 - Apr 2020*
  - Module: Core platform
  - My position: ServiceNow developer
  - My responsibilities
    - Design, create and configure ServiceNow forms, Business Rules, UI Policies, UI Actions, Client Scripts and ACLs including advanced scripting.

- **Avenger**   *Jan 2020 - Mar 2020*
  - Module: Core platform
  - My position: ServiceNow developer
  - My responsibilities:
    - Maintain and enhance existing ServiceNow configuration by fixing bugs and identifying and addressing platform inefficiencies.
    - Design, create and configure ServiceNow forms, Business Rules, UI Policies, UI Actions, Client Scripts and ACLs including advanced scripting.

COMPANY EXPERIENCE
- Company: DXC Technology
  - Job: ServiceNow Developer
  - Employment type: Full-time

- o Duration: Nov 2019 - Present
  - o Location: Vietnam
- Company: DXC Technology
  - o Job: ServiceNow Developer
  - o Employment type: Intern
  - o Duration: May 2018 - Jul 2018
  - o Location: Vietnam