JULIAN PONCE

Service Now Consultant

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ABOUT ME

I am a communicative and straightforward professional, proficient in HTML, CSS and Javascript, fluent in English, Portuguese, and Spanish, who thrives on collaborating with teams but also demonstrates proactivity when working independently.

With three years of experience in Service Now and expertise in AMS , I am accustomed to serving multiple clients simultaneously, ensuring high-quality service. I have experience in presenting status reports and interpreting business needs, translating them into technological solutions.

EDUCATION

Service Now

Mainline
- System Administrator CSA (certified)
- CIS - ITSM (non-certified)

Micro Certifications
- Performance Analytics
- Flow Designer
- Application Developer User Interface Creator
- Citizen Developer Application Creator

University

Entrepreneurship management – UNIP (incomplete)

High School

Colegio Almafuerte

LANGUAGES

Spanish
Native

English
Fluent

Portuguese
Fluent

PROFESSIONAL EXPERIENCE

2021 - 2024
Prov Intl.

Service Now Technical Consultant

Responsible for serving multiple AMS clients simultaneously, managing IT service (portal, catalogs, scripts, flows, API integrations), gathering requests and designing solutions. Also, had to manage our support team during high demand seasons. Participated in implementation project as a developer using low-code and JavaScript code to develop solutions. In the last year, focused more on the CSM module.

2020 - 2022
Fábrica de Futuro | Volunteer Project

Web Design Teacher

I played an integral role in developing the assignments and delivering Web Design classes. Additionally, I was involved in conceiving and implementing the project. By coordinating project activities and teaching classes, I was able to contribute to the growth and development of the students. Some of these students are now employed.

2019 - 2021
Freelancer

Web Designer

During pandemic I started working as freelancer, designing and developing landing pages and institutional sites for various business. I self learnt HTML and CSS that I used for development. My biggest project was for an holistic clinic in São Paulo. Link to the project here.

2012
Activision - 5CA

Tier 1 English Support Agent

As a Tier 1 Support Agent, I promptly responded to incidents related to game acquisition and level 1 issues. This experience contributed to my development as an English support technician.