Christian Meza

Lead ServiceNow Developer

📞 916 282 9916 @ christian.meza.dev@gmail.com 📍 Las Vegas, NV

SUMMARY

Championed ServiceNow innovation, revolutionizing IT service delivery. Architected seamless implementations, automated complex workflows, and orchestrated integrations, driving operational excellence and elevating user experiences. A change agent, consistently surpassing service benchmarks and igniting business success.

EXPERIENCE

Senior ServiceNow Developer
GES Global
01/2022 - 02/2024
Las Vegas, NV

- Successfully implemented ServiceNow IT Service Management (ITSM) module to automate and optimize IT service delivery processes.
- Led ServiceNow upgrade projects, ensuring smooth transition to new versions and minimal disruption to services.
- Designed and implemented ServiceNow Service Portfolio Management to manage and track IT services throughout their lifecycle.
- Executed ServiceNow Virtual Agent to provide AI-powered self-service options for users.
- Created ServiceNow reports and dashboards to provide visibility into IT service performance and key metrics.
- Managed ServiceNow instances, including installation, configuration, and ongoing maintenance.
- Configured ServiceNow Event Management to correlate and prioritize events for faster incident resolution.

ServiceNow Developer
GPX Corp
01/2018 - 11/2021
Las Vegas, NV

- Boosted Incident resolution rate by 30% by integrating Major Incident and Problem Management processes into ServiceNow.
- Increased service availability by 20% by implementing ServiceNow Service Watch for performance management.
- Utilized ServiceNow Performance Analytics to analyze and visualize IT service performance data.
- Conducted ServiceNow training sessions for end users to promote adoption and maximize the benefits of the platform.
- Improved change management processes using ServiceNow Change Risk Calculator and Change Collision Detector.

Software Engineer
Marnell Sher Gaming LLC
04/2016 - 09/2017
Las Vegas, NV

- Managed IT service costs and budgets for 5 services using ServiceNow Service Financial Management.
- Successfully mapped 7+ IT services and their dependencies in ServiceNow, enhancing operational visibility.
- Actively participated in the ServiceNow community, attending conferences and user groups to stay current with industry trends and best practices.

EDUCATION

Bachelor of Science, Computer Science
University of Nevada
2011 - 2015
Las Vegas, NV

STRENGTHS

🚩 **ServiceNow Wizard**
With 8 years of mastery in ServiceNow development, consulting, and administration, I excel in crafting bespoke solutions that optimize operations and surpass client objectives.

⚡ **Team Collaboration**
Proven ability to work closely with other teammates and cross-disciplinary teams

★ **Problem Solving**
Expertly tackling intricate ServiceNow programming hurdles, I consistently meet project deadlines with finesse, ensuring seamless solutions that propel business success.

SKILLS

ServiceNow · Cloud Management · ServiceNow Administration · ServiceNow Development · Angular.js · JavaScript · Agile · ServiceNow Platform Architecture · Performance Optimization · Workflow Automation · SOPs · Project Portfolio Management · Vendor Management · Waterfall · Human Resources · Jira · Project Planning · Scripting · SDLC · AWS · Customer Service · CMDB · UAT · Bootstrap · HTML · CSS · ITIL · System Integration · REST API