

## VGA - 7 years ServiceNow Expert, IT Master's degree

ITSM, CSM, SPM, ITOM, CMDB, SOW, platform upgrades (Fuji -> Xanadu)

Serving as the main operational contact for the business, focusing on needs analysis, process modeling, UAT phases, and documentation.

Managing incidents, problems, changes, and business process updates.

Coordinating corrective and evolutionary functional maintenance.

Master's Degree in Computer Science + Bachelor's Degree from a Business School. Excellent communication skills. Native French speaker with excellent English proficiency (TOEIC 970/990).

### Skills

- Client **business needs analysis**, process study, modeling and implementation.
- Technical and functional **specifications**, gap analysis and audits.
- **Workflows** : requirements analysis, modeling process and enhancements.
- Technical and functional **documentation**, preparing and conducting UAT phases.
- **Change Management**, Support and **training** of IT users and business teams.
- End-to-end **ServiceNow project management** (requirement gathering workshops, technical design, development, steering committee organization, testing, production deployment, knowledge transfer, documentation, patching, and continuous improvement).
- **Mentoring** : Managing ServiceNow administrators for clients by providing technical and functional support to platform administrators.
- Daily **administration** of ServiceNow (from Fuji to Xanadu) and version upgrades.

### Technical skills :

- Strong expertise in **ITSM** and **CSM** modules.
- Experiences with **ITOM**, **SPM**, and **Performance Analytics**.
- **CMDB** Management: participation in Discovery projects, decommissioning, redesign, debugging, restoration, and data population of CMDBs.
- Development and scripting. Management of roles, users, and groups.
- Integrations using **REST** and **SOAP APIs**.
- Proficiency in HTML/CSS, JavaScript, and MySQL.
- **ServiceNow scripting** (UI Policies, Business Rules, REST interfaces, GlideAjax, ...).



## Professional Experiences

**Senior ServiceNow Consultant**

Digicom, Paris (12/2023 - now)

HEXANET

**Business Analyst / Administrator at Hexanet (300 collaborators).**

- CSM Workspace : Need analysis, specifications and Implementation of the workspace
- SPM : need analysis, workshops, specification and implementation project
- ITOM Implementation study (monitoring, alerts, prediction and reporting)
- CMDB : Need analysis, specifications & implementation (Transform map, CI imports)
- Knowledge Base : need analysis, workshops and restructuration of the KB
- Onboarding : Process definition and implementation (order guides)
- Portal : collecting new needs and project rebuilt management
- Administration, enhancements, scripting, upgrades, incident & change management
- Users roles & groups analysis and evolution.

**Service Operation Workspace project manager at Legrand (38.000 collab).**

- Gap analysis, audit of the existing system (Legacy/Core UI), drafting specifications.
- Presentation of deliverables, explanation of choices made.
- Supervision of developers and platform administrators.
- Identification and facilitation of Change in business processes + documentation
- Project management, meetings, UAT phase, and hypercare (Full English speaking)

**Environment** : ServiceNow Washington, Xanadu, ITSM, CSM, SPM, ITOM, CMDB, SOW, ESC, KB

**Consultant ITSM ServiceNow**

Orange Business Services, Courbevoie (01/2023 - 05/2023)



**Context** : Responsible for preparing documentation and retrospective specifications, the project requires an in-depth analysis and comparison of previous achievements.

- Technical and functional support on client projects

- Drafting of technical and functional documentation
- Reverse-documentation of ongoing projects
- Production of retrospective specifications for ongoing projects (analysis of differences between production and development environments, review of email exchanges, meeting minutes, and discussions with stakeholders).

**Clients** : Cegid

**Environment** : ServiceNow Utah, ITSM

### **ITSM ServiceNow Consultant**

Deodis, Courbevoie (April 2021 - June 2022)

**Context** : Managing incidents, requirements analysis, specifications, and projects for multiple customer accounts (3 to 7 clients simultaneously) within the service support center.

**Tasks** :

- Requirements analysis, technical implementation of requests, technical support, organization, and facilitation of meetings.
- Project management (analysis, implementation, testing, delivery, training, documentation, improvements, and post-production follow-up).
- Incident management (interface failures, workflow errors, etc.) and handling multiple change requests (REST interfaces, LDAP, catalog, workflows, ACLs, etc.).
- Full management of a project to segregate standard incidents from security incidents. Production of functional and technical documentation.
- CMDB: Decommissioning a client's Discovery tool, contributing to the redesign of an existing CMDB, debugging and restoring an interface with an external tool feeding the client's CMDB.
- Workflows: Integration of about 20 catalog items into a complex order guide, requiring the redesign of several existing workflows, with order guide item completion being staggered and sequential.
- Supervision of 3 junior administrators. Training and knowledge transfer.

**Clients** : Europcar, Helpline, Bel, Lefevre-Sarrut, Ardian, CNFPT

**Environment** : ServiceNow Tokyo, Module ITSM, CSM, ITOM, CMDB, API REST, LDAP, catalog, workflows, ACLs, Transform map...

**Software Engineer ServiceNow**

DHL IT Services (10/2018 - 05/2019)

**Tasks :**

- Development, monitoring, and deployment of new features
- Feature updates
- Technical and functional documentation

**Environment :** ServiceNow, Scripting Ui Policy, business rules, interfaces REST, Glide Ajax.**ITSM ServiceNow Consultant**

Saint-Gobain, Courbevoie (09/2016 - 09/2018)

**Tasks :**

- Analysis of internal client needs
- Management of change requests and incidents
- Development of catalog items and testing
- Scripting (JavaScript)
- User and group administration

**Environment :** ServiceNow Fuji, scripting, Javascript**Education**

- ❖ **2017/2018 : Master 2 Gestion des Systèmes d'Information** (Apprenticeship)  
Paris-Dauphine University
- ❖ **2016/2017 : Master 1 Management des Systèmes d'Information** (Apprenticeship)  
Paris-Dauphine University
- ❖ **2012/2015 : Bachelor in Business** (Class leader 2015)  
Novancia Business School Paris  
École de la Chambre de Commerce et d'Industrie d'Île de France



## Languages

- ❖ Français : Native
- ❖ Anglais : Fluent (TOEIC 970/990, EF SET 84/100)
- ❖ Espagnol : Conversationnal level (BULATS 75/100)

