ALEXEY LI

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SUMMARY

Experienced ServiceNow Developer with expertise in advanced integrations, custom applications, and portal and widget development. Proficient in ITSM, CMDB, CSDM, Integration Hub, Catalog Items and Requests. Over 5 years of experience in technology and management, across multiple industries and geographies, with a focus on user experience, clear communications, accuracy and efficiency.

EXPERIENCE

10/2023 - 08/2024

ServiceNow Consultant
HappeningIT - Vilvoorde, Belgium

- Designed and implemented ITSM, HRSD, modules, improving operational efficiency.
- Developed custom applications and scoped applications using Service Portal, UI Builder, HTML, CSS, AngularJS, and Jelly Script to meet stakeholder requirements.
- Configured CMDB (Configuration Management Database), incident management, change management, problem management, and service request fulfillment processes, ensuring alignment with ITIL standards.
- Integrated third-party systems same like Jira, Teams, LinkedIn, GLPI, MongoDB via API integration (REST/SOAP), MID Server, and Active Directory to streamline IT help desk operations and automation tools.
- Utilized ServiceNow Integration Hub and Flow Designer for business process automation, reducing manual workflows.
- Configurd portals, including custom widget creation
- Created custom applications, including Badge Request
- Configured platform features, including Agent Workspace, Flow Designer, Virtual Agent, mobile apps, CMDB, ATF
- Developed and maintained code on platform, including Script Includes, Business Rules and more
- Performed functional testing
- Led workshops to gather requirements
- Performed demos to stakeholders

2022 - 2023

Java developer (Apprenticeship)
INTEC BRUSSEL - Brussels, Belgium

- Designed and developed a universal WEB application for messaging API using SpringBoot for backend
- MongoDB for the database and Redis for connection management
- Implemented Twillio for authentication, to ensure secure access to the application –2FA–
- Developed a webshop - using Spring Boot for the backend, MySQL for database and JPA–Hibernate for connection management with REST API, I used Angular for front-end development

2020 - 2021

Sales manager
Carat Gold - Almaty, Kazakhstan

- Jewellery consulting.
- Sales
- Valuation.

2016-2019	**Deputy general Manager**

Vitrine solutions - Almaty, Kazakhstan

- Created the SRS (Software Requirements Specification).
- Collaborated with design team for layout solution.
- Collaborated with UX–UI designers.
- I was part of Alpha of testing for cross-platform products including web and mobile applications.
- Designed and executed test cases for early-stage products with minimal documentation
- Performed functional testing of applications.
- Partnered with 23 clients.

2014-2016	**PR manager**

business website "Kursiv.kz" - Almaty, Kazakhstan

- Sold website placements.
- Developed advertising strategies for clients.
- Partnered with companies such as KCell, Allur Auto, Beeline, Samsung.

2013-2014	**Entertaiment Department (Supervisor manager)**

Park resort "8ozer.kz" - Almaty, Kazakhstan

- HR management.
- Sales.
- Customer service training.
- Accounting inventory.

SKILLS

- ServiceNow Administrator
- ServiceNow Development
- ITSM
- HRSD
- ITIL4

Soft Skills: Clear communication, people leader, management

Programming languages: JavaScript, TypeScript, Angular, Java, HTML, CSS, and Spring Boot

Applications and Software: Git, Docker, kubernetes, Azure devops, Jira, Trello, TestRail, Postman, Corel Draw, Adobe Photoshop, SmartDraw, Teams, MS Office.

OS: Mac, Linux, Windows.

CERTIFICATIONS

- Certified ServiceNow Administrator (CSA)
- Xanadu Delta - ServiceNow Certified System Administrator
- Certified Implementation Specialist - IT Service Management (CIS-ITSM)
- Xanadu Delta - Certified Implementation Specialist IT Service Management
- Certified Implementation Specialist - Human Resources (CIS-HRSD)
- Xanadu Delta - Certified Implementation Specialist Human Resources
- Certified ITIL 4

List micro-certifications:

Suite Certification Application Developer Core Skills Micro

Now Assis for IT Service Management(ITSM) Implementation Bootcamp

Accreditation

CMDB Health

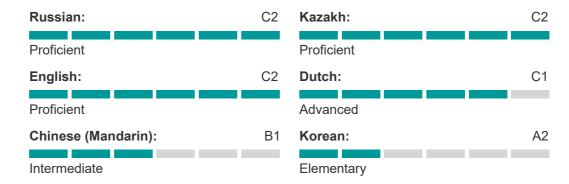*Automated Test Framework*

Flow Designer

Performance Analytics

Service Portal

Integration Hub

EDUCATION

2022-2023 **Java Enterprise Developer**
INTEC BRUSSEL - Brussels, Belgium

2022-2023 **CVO Lethas & Semper**
Dutch cources for non-native speakers - Brussels, Belgium

2011-2013 **Economics and Management**
Beijing Institute of Technology (BIT) — Beijing, China

2006-2011 **Finance, accounting, analysis and audit**
Kainar University - Almaty, Kazakhstan

LANGUAGES

Russian: C2

Proficient

English: C2

Proficient

Chinese (Mandarin):   B1

Intermediate

Kazakh: C2

Proficient

Dutch: C1

Advanced

Korean: A2

Elementary

WEBSITES, PORTFOLIOS AND PROFILES

https://www.linkedin.com/in/alexey-li-kz

https://alekseylee.github.io/my_portfolio/index-eng.html