Personal Information

NAME	David Rodriguez-Pastrana Parareda
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PROFILES	linkedin.com/in/dpastrana	www.dpastrana.com
NATIONALITY	Spanish & Catalan
DATE OF BIRTH	01.09.1988

Work Experience

DATES, JOB, TYPE	• May 2019 - Ongoing, ServiceNow Developer, full-time work.
RESPONSIBILITIES	• Reporting and CMDB Responsible, API & Workflow integrations, Metrics.
	• Development, maintenance of Dashboards, Business rules, Email Notifications, Fix Scripts, Script Includes, Service Portal, Rest integrations.
	• Coding expertise: JavaScript, Angular, NodeJS, XML, Jelly, XSL, Java, OOP.
	• Successes in: Creating dashboards for multiple needs, customized Widgets.
COMPANY	• Erste Digital / erstedigital.com / Vienna, Austria.
TYPE OF BUSINESS	• IT Services related to Erste Group.

DATES, JOB, TYPE	• May 2017 - February 2019, Technical Consultant & PM, full-time work.
RESPONSIBILITIES	• B2B Integrations in IT systems. Usage of Web Services to exchange XML, REST messages via Cisco's Platform ServiceGrid with International & US customers. Successes in: Full project management for multiple US and Spanish companies.
COMPANY	• Cisco Systems Austria / cisco.com / Vienna, Austria.
TYPE OF BUSINESS	• Worldwide leader in IT, networking, and cybersecurity solutions.

DATES, JOB, TYPE	• May 2015 - May 2017, Application Engineer, full-time work.
RESPONSIBILITIES	• Configuration of ITSM WebServices using XML and SOAP. Workflow design in OTRS, WebServices, Backup and Nagios operations, Web development in Wordpress. Full Android App for Epson Moverio Smart glass.
	• OTRS WebServices, Nagios, SAP HANA, Java, MySQL, Wordpress, CSS.
TOOLS	• ITSDONE Services / itsdone.at / Vienna, Austria.
COMPANY	• IT Service Provider in Austria.

Education and Training

DATES	• October 2014 - Ongoing (Thesis pending).
STUDIES	• Master in Business Informatics.
WEB	• www.opendataview.com
UNIVERSITY	• Technische Universität Wien, Vienna, Austria.

DATES	• May 2017 and May 2019. (updated in 2020)
CERTIFICATIONS	• ITIL 4 Foundation AXELOS. Cisco Advanced level in IT Security.
COURSES	• Best practices in customer experience and support.
	Certification in Market Risks.

DATES	• October 2008 - July 2014.
DEGREE	• Bachelor in computer science engineering.
SPECIALITY	• Software Engineering.
THESIS	• OpenData project to improve the tourism in the island of Tenerife.
UNIVERSITY	• University La Laguna, Tenerife, Spain.

DATES	• October 2012 - July 2013.
STUDIES	• Erasmus Student exchange for 10 months.
UNIVERSITY	• Technische Universität Wien, Austria.

Languages

NATIVE	• Spanish and Catalan.
ENGLISH	• Excellent skills, level B2.
GERMAN	• Basic, level B1.

Tools & Skills

ITSM	• ServiceNow, Remedy, OTRS, HP Service Desk.
API	• Postman, Paw, SoapUI, Oxygen, Altova.
CODING	• Mac OS, IntelliJ, Eclipse, SQL Developer.
COLLABORATION	• Confluence, Jira, Asana, Gitlab, Subversion, Visio.
WEB SERVER	• Nginx, Apache Tomcat, Maven, Gradle.
DATABASES	• Postgres, Oracle, MySQL – DB Views, Hibernate.
BACKEND	• NodeJS, Java, Apache Wicket, Spring, Bash, Perl, C/C++.
CLIENT	• JavaScript, Typescript, Angular, CSS, Jelly, XML, HTML, PHP, SOAP.
DEPLOYMENT	• Jenkins, Gitlab, Red Hat OpenShift, Subversion.

Hobbies

- Fitness Gym, running 20km half marathons.
- Finance and OpenData networks, own project: opendataview.com
- Snowboarding. Sailing.