



# David Rodriguez-Pastrana - CV

ServiceNow Consultant

david.pastrana@crayon.com

+34 687 80 61 53

## SUMMARY

---

David works as a ServiceNow Consultant with 8 years of experience in the platform. He has worked for various international customers, taking on significant responsibilities and working on improving the partnership at Crayon Germany. His key areas of focus include Web Service and API integration, workflow automation, CMDB data quality enhancements, and in the development of various ServiceNow components such as email notifications, approval process, business rules, SLAs, scripted reports, and dashboards. He has contributed in multiple solutions aimed at improving the CMDB data model, importing and correcting the existing data, or bringing new processes and building new services.

His skills include expertise in REST API services, full implementation of Service Request Workflows, creating custom CMDB reports, and optimizing daily operations within the ServiceNow platform.

### Key Qualifications

- **ServiceNow**  
Manage the configuration, implementation, and maintenance of the ServiceNow platform.

## PROJECT EXPERIENCE

---

Japan Tobacco International (JTI Group)	<p><b>PROJECT DESCRIPTION</b> Full integration of the SAM Pro module, development, support and migration to production</p>
SAM Pro implementation Architect, Consultant	<p><b>ROLE DESCRIPTION:</b> Consultant Analyzing requirements, designing architecture, customizing, configuring, coding, testing, documenting, training, deploying, and providing ongoing support and maintenance to ensure the effective implementation and utilization of the module in all the customer ServiceNow instances.</p>
11.2023 - 04.2024	

Erste Bank Migration to ServiceNow	<p><b>PROJECT DESCRIPTION</b> Implement and maintain the CMDB data model, import manually CIs, Web services and API integrations to self-manage service requests.</p>
Technical Consultant	<p><b>ROLE DESCRIPTION:</b> Technical Consultant Implementation, coding and documentation of multiple functionalities in the tool.</p>
	<p><b>SKILLS USED</b></p>

## PROJECT EXPERIENCE

05.2021 - 10.2021 CMDB, JavaScript, Reporting Services, ServiceNow Service Portal, ServiceNow Scheduled Reports, ServiceNow Business Rules, ServiceNow Transform Maps, ServiceNow Workflow automation

---

Erste Bank  
Phonebook  
PROJECT DESCRIPTION  
Directory of Erste employees developed in Angular and .NET having a real-time search API. Deployed in OpenShift by using Jenkins and Bitbucket repository.

Full-stack developer  
ROLE DESCRIPTION: Full-stack developer  
Whole implementation of the frontend and backend of the application, using OpenShift container platform based on Kubernetes.

01.2019 - 02.2022  
SKILLS USED  
Angular, .NET, Java, API Development, Jenkins, IBM OpenShift, Bitbucket

---

HSBC  
ServiceGrid integration  
PROJECT DESCRIPTION  
Deliver project B2B integration between Cisco's monitoring tool CEMOS, Cisco's ServiceGrid DataHub, and HSBC's incident process.

Technical Consultant  
ROLE DESCRIPTION: Technical Consultant  
Documentation, implementation and delivery of the whole project.

04.2018 - 11.2018

---

Ricoh  
ServiceGrid integration  
PROJECT DESCRIPTION  
Deliver project B2B integration between Cisco's monitoring tool CEMOS, Cisco's Ticketing tool ServiceNow, Cisco's ServiceGrid DataHub, and Ricoh's incident process.

Technical Consultant  
ROLE DESCRIPTION: Technical Consultant  
Documentation, implementation and delivery of the whole project.

05.2017 - 02.2018

---

Red Bull  
EPSON Moveiro Smart glasses  
PROJECT DESCRIPTION  
Android App developed in Java to display real time data on driving cars. Used as a showcase for the Epson BT-200 Glasses. More details:  
[https://moverio.epson.com/jsp/pc/pc\\_application\\_detail.jsp?pack=at.itsdone.carrera](https://moverio.epson.com/jsp/pc/pc_application_detail.jsp?pack=at.itsdone.carrera)

Full-stack developer  
ROLE DESCRIPTION: Full-stack developer  
Implementation of the Android app connected to Selectric cars equipped with Arduino protoboard.

02.2016 - 04.2016

## CERTIFICATIONS

---

Certified Hardware Asset Management (CIS-HAM)

Organiser: ServiceNow

Issued date: 05.2023

---

Certified Software Asset Management (CIS-SAM)

Organiser: ServiceNow

Issued date: 03.2023

---

Certified System Administrator (CSA)

Organiser: ServiceNow

Issued date: 09.2022

---

MC - Configure the CMDB

Organiser: ServiceNow

Issued date: 06.2021

---

ITIL v4 Foundation

Organiser: Axelos People Cert

Issued date: 09.2020

---

Pre-sales - IT Asset Management

Organiser: ServiceNow

Issued date: 09.2023

---

Sales - IT Asset Management

Organiser: ServiceNow

Issued date: 09.2023

---

MC - Flow Designer

Organiser: ServiceNow

Issued date: 08.2023

---

MC - Application Developer Process Creator

Organiser: ServiceNow

Issued date: 08.2023

---

MC - Automated Test Framework

Organiser: ServiceNow

Issued date: 09.2023

---

MC - Citizen Developer Application Creator

Organiser: ServiceNow

## CERTIFICATIONS

Issued date: 08.2023

---

MC - Predictive Intelligence

Organiser: ServiceNow

Issued date: 08.2023

---

## EDUCATION

---

Technische Universität  
Wien (TU Wien)  
Master in Business  
Informatics  
2014 - 2023

Master's degree in Business Informatics (Diplom-Ingenieur) with a thesis related to automation and Software Asset Management

---

Universidad de la Laguna  
(ETSII)  
Bachelor in Computer  
Science  
2008 - 2014

Bachelor's degree in Computer Science with specialization track in Software Engineering

---

## EMPLOYMENT HISTORY

---

Erste Digital  
ServiceNow Consultant  
05.2019 - 10.2022

The area of responsibility comprised:

ServiceNow platform tasks:

- Report and dashboard creation for multiple departments, user permissions, scheduled jobs and scripting requirements.
- API integrations on Service Requests/Workflow automations and maintenance of REST interfaces.
- CMDB operations, data quality improvements, bug fixing, business rules, transform maps, ACLs, roles.
- Creation of email notifications to improve and fulfil daily operations, ISAE audits.
- Support on multiple areas like CMDB, Reporting, Catalog Tasks, Workflows, and writing documentation.
- Active role when providing process enhancements, coding, available functionalities.

Additionally, he was part of the Angular sDIR project (new Phonebook design), that successfully went live, with API integration and real-time search. This project utilized Jenkins, Bitbucket repository and deployment in OpenShift / Erste Container Platform (ECP).

---

Cisco  
Technical Consultant  
05.2017 - 02.2019

B2B Integrations in IT systems. Usage of Web Services to exchange XML, REST messages via Cisco's Platform ServiceGrid with International & US customers. Some of the customers where David successfully went live with

---

## EMPLOYMENT HISTORY

the full supervision and implementation for: HSBC, Ricoh, Telefonica, Claro

---

Convotis / ITSDONE  
Application Engineer  
05.2015 - 05.2017

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.

## LANGUAGES

---

English	B2
German	B1
Spanish	Native
Catalan	Native