Synowiec **Jakub**

SERVICENOW TECHNICAL CONSULTANT

9 St Francis Lane, Schenectady, 12304 NY

(518) 952-0540 | jakub.synowiec@yahoo.com | shnek | jakub-synowiec

Experience

Jahnel Group *Schenectady, NY*

SERVICENOW TECHNICAL CONSULTANT *Jul. 2017 - Now*

- **ITSM, CSM** - Working on integration with external systems and data migration, implementation of Asset Management, Customer Service, CMDB. Enabling ServiceNow to be used as a CRUD system through Scripted REST API, Import Tables, Transform Scripts.
- **Service Catalog, Knowledge Base** - Leading development of Custom ServiceNow application that allows modular integration between ServiceNow and ElasticSearch. Working with Internationalization, ACL, User Criteria, Scripted REST APIs.
- **Security Operations** - Leading development on an implementation: Security Incident Response, Threat Intelligence, Performance Analytics for SecOps. Working on automation and notifications on Slack platform through IntegrationHub.
- **GRC** - Working on Policy and Compliance, Risk Management, Service Catalog for Policy orchestration.
- **Integraions** - Developing outbound integration with FTP server through MID Server, orchestration and automation of custom flows within the ServiceNow platform.
- **Non-ServiceNow** - Developing Single Page Application on AWS Cloud with Lambda, SQS, RDS, S3, Angular 6; Building Single Sign On solution using SAML.

Brown Brothers Harriman *Cracow, Poland*

SOFTWARE ENGINEER, JAVA DEVELOPER *Jan. 2016 - Jul. 2016*

- **Java Application** - Developed software using Apache Camel framework, tested with Wiremock. Worked on application for monitoring certain resources
- **Administration** - Managed Red Hat Enterprise Linux servers.

Open-source projects

ServiceGitNow, Toolkit that allow synchronizing code between local files and ServiceNow cloud, executing JavaScript code on ServiceNow's backend engine and managing Update Sets. *GitHub*

BiteTracker, Web and hybrid mobile app that allow user to track, manage and plan meals, find and share recipes and control diet. *GitHub*

Education and Certificates

2017	**ServiceNow**, Application Developer (recertified in 2018 and 2019)		*Pittsfield, MA*
2017	**ServiceNow**, System Administrator (recertified in 2018 and 2019)		*Pittsfield, MA*
2013-17	**Engineer Degree in Computer Science**, University of Science and Tehchnology AGH		*Cracow, Poland*

Skills

ServiceNow, Scripted REST API, Import Sets, Transform Scripts, Inbound Email Actions, Workflow, Flow, Custom Applications, Agile Development Module, Service Portal

Programming Languages, JavaScript, Java, Go, Scala, Erlang

Computer Science, Multithreaded Software, Performance Optimization, AWS Cloud

Web Development, Cordova, ReactJS, AngularJS, SASS, NodeJS, Gulp, Webpack, Service Workers

Development Process, Clean Code, Agile Development, Scrum Methodology

Soft Skills, Team Leading, Client-facing, Experience with demoing and showcasing features, Guidance and suggestions regarding best practices

Honors & Awards

2019	**1st Place champion**, CodeWars programming competition at JahnelGroup.		*Schenectady, NY*
2013	**2nd rank Laureate**, Mathematics Olympics by University of Science and Technology AGH.		*Cracow, Poland*
2010	**Laureate**, Nationwide Mathematics Competition for Middle Schools.		*Rzeszow, Poland*
2008-13	**Finalist**, Many regional Mathematics and Physics competitions.		*Mielec, Poland*