

# Diogo Andrade.

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**ServiceNow Sr. Consultant & platform engineer. A decade from helpdesk to enterprise platform work, run in parallel with a relentless building habit.**

## EXPERIENCE

### ServiceNow Sr. Consultant - Cognizant Jan 2025 - Present

Remote

Senior ServiceNow developer at Cognizant. Recent engagement: Playtika (Finance, Compliance and CSM) - built advanced Service Portal widgets and custom pages, implemented complex approval workflows in Flow Designer, and delivered end-to-end ITSM and CSM solutions across Finance, Marketing and IT. Refactored legacy workflows into modern Flow Designer during platform upgrades, ran code reviews for performance and security, and prototyped Virtual Agent / AI-agent and agentic workflows (POC). Years spanning development, administration, team management, and cross-functional stakeholder work give a broad view of platform risk and governance.

ServiceNow

ITIL

ITSM

ITOM

SPM

Flow Designer

IntegrationHub

JavaScript

REST APIs

Agile

### ServiceNow Developer - Kantar Oct 2022 - Feb 2025

Hybrid / Remote - Porto, Portugal

Designed and built custom ServiceNow applications, business rules, client scripts, and Service Catalog items at scale. Built IntegrationHub spokes and Flow Designer automation connecting ServiceNow to external systems via REST-based integrations across enterprise toolchains. Owned full upgrade cycle planning and execution across platform versions. Drove cross-functional requirement gathering across global stakeholders in an Agile/Scrum environment.

ServiceNow

JavaScript

Flow Designer

Service Catalog

IntegrationHub

REST APIs

Agile

Scrum

## SKILLS

### Development & Automation

TypeScript / JavaScript - Node.js - Python - React / Next.js - Astro - n8n Workflow Automation - Remotion (video rendering) - REST APIs & Webhooks - Telegram Bot API - Wrangler (Cloudflare Pages) - Shell Scripting - SQL - HTML / CSS - Git / GitHub

### AI & LLM Engineering

MCP Server Development - LLM APIs (Anthropic, OpenAI) - Gemini (Google AI) - Ollama (local LLMs - qwen3, llama) - LLM Pipeline Orchestration - Prompt Engineering - AI Agent Design - Chatterbox TTS (GPU) - OpenVoice / Kokoro TTS - Whisper (transcription)

### Infrastructure & DevOps

Linux Administration - Docker & Docker Compose - Proxmox Hypervisor (KVM/LXC) - Cloudflare Tunnels & Pages - WireGuard VPN - Nginx / Reverse Proxy - DNS Management - Mail Server Administration - Networking & VLANs - Monitoring & Alerting - Backup & Recovery - Zero-Trust Networking - Portainer - GitHub Actions / CI

### Platforms & Data

PostgreSQL - MariaDB / MySQL - Redis / Valkey - MinIO (object storage) - Odoo ERP - Nextcloud - Vaultwarden / Bitwarden - Immich - Jellyfin - WordPress

### ServiceNow & ITSM

ServiceNow Development - ServiceNow Administration - ITIL v3 / v4 - Flow Designer - IntegrationHub - Service Catalog - Incident & Change Management - Service Portal - SPM / PPM - Platform Governance

### Leadership & Management

Team Leadership (60+ FTE) - Service Operations Management - P&L / OPPL Ownership - KPI Tracking & Reporting - Workforce Forecasting - Stakeholder Management - Business Development - Process Automation at Scale - ISO/IEC 27001

### Tools & Collaboration

Microsoft 365 / Power Platform - Excel (Advanced - Erlang, forecasting) - Power BI - Power Automate - Jira / Confluence - Azure DevOps - VS Code - Slack / Teams

Fujitsu - Portugal

Service Desk Team Manager

Aug 2019 - Oct 2022

Portugal

Led multi-team operations across Vodafone and L'Oréal accounts - Tech L1/L2, Process Controllers, and Remote Infrastructure Management. Stepped up as acting Operations Manager (full OPPL ownership) during senior management absence. Built Excel-based workforce forecasting tools using Erlang formulas, saving significant manual planning overhead. Presented service capabilities to prospective clients and drove continuous improvement through data-led insights across a 60+ FTE function.

Team Leadership

P&L / OPPL Ownership

ITIL

Operations Management

KPI Tracking & Reporting

Workforce Forecasting

Process Automation

Stakeholder Management

Business Development

Data Analysis

Excel (Advanced)

ISO/IEC 27001

Jira

Confluence

Product Support Engineer

Apr 2018 - Aug 2019

Portugal

Advanced L2/L3 technical support for enterprise products. Performed deep root cause analysis on recurring incidents, authored knowledge base articles adopted across the team, and partnered with engineering to track defects from triage through to resolution.

L2/L3 Support

Root Cause Analysis

Troubleshooting

Knowledge Management

ITIL

Technical Support Advisor - Apple

Aug 2016 - Aug 2019

Braga, Portugal

Front-line and escalated support for Apple customers - account support, Apple ID account recovery, device recovery and device unlock. Delivered team training and consistently met quality and SLA targets.

Customer Support

Apple ID & Account Recovery

Device Recovery & Unlock

Team Training

Troubleshooting

SLA / Quality

IT Internship - OPTIMIZER

2014

Porto, Portugal

Hands-on Linux server administration, network configuration, and helpdesk operations. First exposure to real infrastructure - and the beginning of a habit of wanting to understand how everything works at every layer.

Linux

Networking

IT Infrastructure

Server Administration

SELECTED BUILDS

**Market-intelligence platform.** PT property + used-car deal-finding over ~227k live listings; valuation, rental yield, demand velocity, import arbitrage.

**Self-healing scraping fleet.** Tailscale-meshed nodes across countries, claim-queue, per-source anti-bot recovery.

**29-channel video factory.** n8n + Remotion + GPU TTS, publishing daily with zero manual work.

**Ralph.** Telegram AI assistant running a 30-service homelab (LLM-driven, self-hosted).

CERTIFICATIONS

ServiceNow Certified System Administrator (CSA) - ServiceNow

ServiceNow Certified Application Developer (CAD) - ServiceNow (in progress)

ServiceNow Certified Implementation Specialist - ITSM (CIS-ITSM) - ServiceNow (in progress)

ServiceNow Certified Implementation Specialist - SPM (CIS-SPM) - ServiceNow

PERSONAL

Helps build and run GPVPT, a community association. Ex-beatboxer, recent guitar returnee. Lives with six cats and a mini pinscher on the Atlantic coast.

**d1060.** A Google Maps URL becomes a deployed site with DNS and email in under 3 minutes.