

LEONARDO RODRIGUES

ServiceNow | Flow Designer · App Engine · ITSM · JavaScript | Process Automation

leonardo@leo7en.com | +55 19 99410-0809

linkedin.com/in/leonardo7en | leo7en-portfolio.vercel.app | github.com/leonardo7en

Campinas, SP — Open to Remote LATAM Opportunities

PROFESSIONAL SUMMARY

Transitioning into the ServiceNow ecosystem with a background in business operations, process organization and corporate systems. Developed a complete ServiceNow application (Toy Store) using App Engine Studio, Flow Designer, Service Catalog, Service Portal and REST integrations.

Previous experience includes commercial operations, ERP systems (TOTVS), reporting, process support and cross-functional operational routines, providing a strong understanding of how business areas interact with technology in day-to-day operations.

Currently studying for the ServiceNow Certified System Administrator (CSA) certification while strengthening JavaScript skills focused on the ServiceNow platform.

Seeking a first opportunity in the ServiceNow ecosystem as a Junior Developer, Administrator, Technical Support Analyst or Consultant.

SERVICENOW HANDS-ON PROJECT

Toy Store — Complete ServiceNow Application

ServiceNow Bootcamp — 4MATT | Feb 2025

- Built an application with 4 related tables (extended Task table), custom fields, Import Set and Transform Map for Excel data import
- Implemented Flow Designer automation with 5 actions including priority conditions, email notifications, record updates and wait conditions
- Configured Service Catalog with Catalog Item, Record Producer, variables and approval flow
- Developed a custom Service Portal with branded UI, product page, ZIP code lookup via REST API and role-based access control (toy_admin / toy_user)
- Developed an executive dashboard using ServiceNow Platform Analytics for order tracking, brand indicators and monitoring open complaints

TECHNICAL SKILLS

ServiceNow - App Engine Studio · Flow Designer · ITSM · Service Catalog · Service Portal · CMDB Fundamentals · ACLs · Roles · Notifications

Scripting - JavaScript fundamentals · Client-side scripting basics · UI Policies · ServiceNow scripting concepts

Integration - REST API · Import Sets · Transform Maps · Data Dictionary

Data - Power BI · Excel

Tools - Git · GitHub · VS Code · Figma · TOTVS

PROFESSIONAL EXPERIENCE

Babolat Brasil — Commercial Assistant (Operations & Data) | 2025

- Managed order processing, invoicing and inventory operations using TOTVS ERP
- Automated recurring sales and performance reports, reducing consolidation time
- Acted as a bridge between Sales, Logistics and Finance teams

Coppi Comercial Ltda. — Administrative Intern (Processes) | 2024–2025

- Supported departments including HR, Legal, Facilities and Procurement
- Helped organize internal workflows and improve operational processes
- Worked closely with routines similar to service desk / ITSM environments

Decathlon Brasil — Technical Sales (Operations & Systems) | 2019–2024

- Achieved 3rd place nationally in digital sales in 2023 and 1st place in 2024
- Daily use of CRM, ERP and internal performance systems
- Participated in inventory management and operational improvement initiatives
- Strong focus on problem-solving and customer experience

Freelancer — Web Development & Digital Design | 2021–2023

- Developed websites and landing pages using HTML, CSS and WordPress
- Designed interface prototypes in Figma (UX/UI)
- Built digital solutions focused on usability and user experience

PROJECTS & PORTFOLIO

Hands-on projects developed on the ServiceNow platform focused on ITSM, workflow automation and business process improvement.

Portfolio: leo7en-portfolio.vercel.app

EDUCATION

- ServiceNow System Administration (CSA) — Senai Roberto Mange (Expected May 2026)
- Bachelor's Degree in Business Administration — UNINTER (2024–2028)
- Technology, Data, Agility and Languages — DIO Global Pass (Ongoing)
- Alura Technology School (2022–2023)

LANGUAGES

Portuguese (Native) · English (Basic) · Spanish (Basic)