MARKUS THIESING

SERVICENOW CONSULTANT | DEVELOPER | TECHNICAL PROJECT LEAD

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PROFESSIONAL SUMMARY

Senior ServiceNow Consultant and Developer with more than 20 years of experience in enterprise IT Service Management. Strong background in requirements analysis, solution design, implementation, platform migrations and enterprise integrations. Extensive experience with ITIL-based processes, Service Catalog, custom development and the migration of HP Service Manager environments to ServiceNow. Combines hands-on technical delivery with structured project coordination and stakeholder communication across international organizations and regulated industries.

EXPERTISE

ITSM and Service Catalog
Incident, Problem, Change, Request & Service Catalog and Catalog migrations

CMDB and CSDM
CI modelling, IRE, Data quality, Technical services, Offerings and CI groups

Discovery and ITOM
Discovery, MID Server, ACC, Credentials, Patterns and Service Mapping

Development
JavaScript, Flow Designer, UI Builder, Workspaces, Widgets and maintainable development standards

Integrations
REST, SOAP, XML, SQL, Integration Hub, Azure AD, SCIM and Microsoft Graph

Delivery
Requirements analysis, Solution design, Implementation, Testing, Documentation and Stakeholder alignment

CERTIFICATIONS

ServiceNow

- Certified System Administrator (CSA)
- Certified Application Developer (CAD)
- CIS-IT Service Management (CIS-ITSM)
- CIS-Discovery (CIS-DISCO)
- CIS-Service Mapping (CIS-SM)
- CIS-Data Foundations (CMDB & CSDM)

Project Management & ITIL

- IPMA Level D (Certified Project Management Associate)
- PRINCE2® Foundation & Practitioner
- PMI CAPM (Certified Associate in Project Management)
- Scrum Master
- ITIL Foundation

Additional Technical Certifications

- Microsoft Certified Professional
- HP Certified Professional: HP Service Manager

SELECTED SERVICENOW ENGAGEMENTS

Beiersdorf Shared Services GmbH | *FMCG* | *ServiceNow Consultant* | ***2020 - 2026***

Requirements analysis, Technical design, Impact analysis, Implementation, Stakeholder coordination, Development standards, Function and regression testing, System documentation

Delivered migration of the Service Catalog from HP Service Manager to ServiceNow. Delivered migrations from HP Project & Portfolio Management and HP Asset Manager to ServiceNow.

Built interfaces and web services for enterprise integration.

Röhm | *Chemicals Industry* | *ServiceNow Consultant* | ***2020***

Migrated the Service Catalog from HP Service Manager to ServiceNow, preserving operational requirements while modernizing service delivery.

EARLIER ENTERPRISE ITSM ENGAGEMENTS (1997–2019)

Bayer, VW, Shell, T-Systems | *Chemicals, Automotive, Energy, Telecommunications* | *Consultant*

Consulting and implementation for large-scale enterprise ITSM environments, primarily based on HP Service Manager and related platforms.

Design and implementation of Incident, Problem, Change, Request and Service Catalog processes.

Platform upgrades, migrations, custom development and enterprise integrations.

Requirements analysis, solution design, testing, documentation and stakeholder coordination.

CAREER SNAPSHOT

2011	• Founder and CEO of Bescoplan s. r. o.
2010 - present	• Freelance as IT Consultant
1997 - 2010	• IT-Consultant in permanent positions

ADDITIONAL INFORMATION

Languages	• German (native) • English (business fluent)
Community Engagement	Member of Rotary Club Prag-Bohemia
Interests	Home Automation, Martial Arts, Ballroom and Latin Dancing