

VINCENT FISHER

PERSONAL INFORMATION

- Title: Mr
 - Nationality: British
 - Adaptable and enthusiastic physics with computer science graduate and ServiceNow professional.
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EMPLOYMENT AND EXPERIENCE

July 2019 – Present: Principal ServiceNow Developer, Sky (Comcast)

At Sky I am utilising my ServiceNow skills paired with application and web development to drive the digitalisation of employee experience. We use the power of the platform to offer our employees innovative scoped applications they can manage, configure and use to engage their target audience.

Key Achievement: Built a custom Service Portal framework which allows us to create data driven portal pages in the Sky Brand. I am also the author of many reusable application components. This has driven down the time it takes any of our developers to create applications, even enabling select users to create and manage their own portal pages.

April 2018 – June 2019: Primary Developer, Ladbrokes Coral Group

I joined as the sole developer in a small cross-functional team, combining hands-on development with ensuring solutions met high standards and best practices. I worked closely with the service desk and operations teams to streamline processes, while delivering integrations with Slack, Microsoft Graph, Google, other third-party tools, and orchestration-based MID Server integrations with Active Directory.

Key Achievement: An automation I built to allow staff in the retail stores to reboot their till system reduced the number of calls to the service desk by 20%.

October 2017 – April 2018: ServiceNow Developer, TESM

Upon joining, I was placed immediately into a role with a key client, UBS, where I supported multiple of their new projects. This included creating automated controls within the GRC application, using REST integrations to draw and analyse data from other systems within the bank, as well as creating a service portal application that allows users to manage and take actions on their infrastructure services.

Key Achievement: The automated compliance control process replaced a very manual one, which freed valuable resources for the company.

September 2016 – September 2017: Implementation Consultant, TeamUltra

At TeamUltra I learnt about the ServiceNow platform and how it is used to deliver a good ITSM experience, as well as being a powerful cloud service. From here I moved onto my first client project at Sky, helping to maintain their UK platform and build their EU platform.

Key Achievement: Becoming qualified in the ITIL foundation, as well as an administrator and implementation specialist for ServiceNow.

September 2015 - September 2016: Graduate Engineer, Virgin Media

My first job involved being part of a rotational graduate scheme which allowed us to explore different parts of the technology stack. Here I played a key role in two different placements, working effectively as part of the team and learning on the go. At the end of my first year, I had received the top performance mark in both placements.

Key Achievement: Created a network analysis tool that the company now use in an in-house application, saving them the recurring license fees they would have occurred using a vendor.

KEY SKILLS AND EXPERIENCE

Skills

- Solid mathematical foundation paired with well refined problem-solving skills and logical thinking.
- Intermediate skills with various programming languages; Java, Python, C++, SQL, VBA.
- Advanced skills with TypeScript, JavaScript, HTML, CSS and various web frameworks.
- Familiar with Linux OS and windows server, including how to use them as development platforms.
- Comfortable with adapting to new, or previously unused, software and hardware.
- Experience in Agile project coordination, sprint planning, and delivery

ServiceNow

- Advanced understanding of the platform, with much development experience in its ITSM foundation.
- Specialist in custom application development.
- Service Portal development including widget scripting using AngularJS, CSS and HTML.
- Integrations via web services, emails and MID servers.
- Mobile application configuration and development.
- ITIL V3 Foundation

Open-Source Software

I am the author of the “**sn-shadcn-kit**” npm package - a React component library designed to give ServiceNow developers another approach to UI development. Also created the “**Shadcn Directory**” application, available on the ServiceNow Share site.

You can find all open-source software I have developed on my GitHub - vincepg13.

EDUCATION

2011-2015, University of Birmingham, First Class Honours: BSc Physics with a Year in Computer Science

2004 – 2011, Hayes Secondary School, Hayes Kent

- A-LEVEL RESULTS: A, A, B - Mathematics, Physics, Chemistry
- GCSE RESULTS: 7A*s, 3As, 1B

INTERESTS AND ACTIVITIES

I am an avid Basketball fan and player. I have played at county level in London’s Metropolitan league and Kent’s Medway League, as well as nationally in EBL division 3. I was part of the University of Birmingham men’s first team playing in BUCS Midlands division 1A. My long experience in playing basketball has strengthened my teamwork, communication and leadership skills.

REFERENCES

Two references can be made available on request.