

Jakub Zajíc

Senior ServiceNow Consultant & Platform Specialist

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SUMMARY

Senior ServiceNow consultant and platform specialist with 9+ years in ITSM, CSM, HRSD and CMDB/CSDM — technical consulting, development, demand engineering and platform operations in regulated and complex environments (federal administration, public transport, GxP pharma, energy, banking, higher education). Experienced delivery lead and workshop facilitator who turns business requirements into developer-ready solutions.

CORE COMPETENCIES

Development & configuration	Flow Designer · Service Catalog · Service Portal · Scoped apps
Modules	ITSM · CSM · HRSD · CMDB/CSDM
Analysis, requirements & user stories	Demand intake · Workshops · User stories · Scrum
Integrations	REST/SOAP · IntegrationHub · Identity & access · CMDB
Platform operations, health checks & upgrades	L2/L3 · Root cause · Upgrades · GxP
AI on ServiceNow	Now Assist · AI Agents · AI Search · Virtual Agent
Delivery lead & enablement	Delivery lead · Workshops · Mentoring · Coaching

EXPERIENCE

07/2026 – 09/2026	ServiceNow Platform Specialist (contract) · Swiss pharma company (GxP), via a staffing agency Platform operations and L2/L3 ITSM support · Demand intake, user stories with acceptance criteria, testing
02/2024 – 12/2025	Senior Technical Consultant (ServiceNow) · DXC Technology Switzerland CSM for a Swiss public transport company · ITSM and eOrder integration for a regional railway · CMDB/ITOM and ESC roadmap for a university
09/2022 – 07/2023	Consultant / Team Lead (ServiceNow) · Accenture Delivery lead for ServiceNow implementations · ITSM workshops, requirements, stories, development
02/2019 – 10/2021	Software Engineer (ServiceNow) · FROX AG ITSM, CSM and HRSD implementations for Swiss organisations · Led an HRSD implementation for an energy company
07/2016 – 01/2019	ServiceNow Consultant · Devoteam ITSM and HR projects for international clients · Technical lead and project management; trained new developers

CERTIFICATIONS

- CSA · Certified System Administrator
- CAD · Certified Application Developer
- CIS-ITSM · Certified Implementation Specialist – IT Service Management
- CIS-CSM · Certified Implementation Specialist – Customer Service Management
- ITIL · ITIL® Foundation v3 in IT Service Management
- CPC · Certified Professional Coach

LANGUAGES

- Czech — native
- English — C1
- German — B1 — small talk and introductions, courses ongoing
- Spanish — A2

EDUCATION

- Ing. (MSc), Sustainable Rural Development in the Tropics and Subtropics — Czech University of Life Sciences Prague
- Bc., Business Economics and Management — Prague University of Economics and Business