



DAVE JOOKHUU

info@davejookhuu.com
www.davejookhuu.com
linkedin.com/davejookhuu



SUMMARY

An industry professional specialized in the **ServiceNow** platform implementation. Demonstrated knowledge and experience in planning, designing and developing given tasks on time with high quality. Strong understanding of web technologies, time management and communications.

Outstanding record of success diagnosing and resolving technical/customer inquiries. Able to clearly understand problems and find positive solutions through use of troubleshooting, critical thinking, problem solving, teamwork, communications and most importantly with **can be done** attitude.

CORE STRENGTH

- ServiceNow: ITSM, Agent Workspace, ITSM Mobile & Mobile Agent, ITBM, HRSD, HRSD Agent Workspace, Workday REST Integration, SSO-Azure Integration and Custom Portal Architect/Solutioning, Design Mock-Ups, Custom Themes/Pages/Widgets. Certified ITSM implementation Specialist and App Developer with exceptional experience with Business Ruses, Client Scripts, Notifications Scripts, Scheduled Jobs, ACL and Workflows
- Software Development: C#, ASP.NET, Java, PHP, JavaScript, AngularJS, jQuery, SQL Server, Oracle, MySQL, HTML5 (DOM), CSS3, JSON and XML
- Operating Systems: Windows, Linux, Android
- CMS Tools: ServiceNow Platform, WordPress, SharePoint, RedDot, Salesforce Marketing Cloud
- Experience in SEO, Responsive Design, Bootstrap, Apache Directive, SVN, gitHub, DNS, Google API/Apps/Analytics/GTM/Web Master Tool, Adobe Analytics (SiteCatalyst), Developer and Debugging Tools, W3C HTML Validation, WCAG 2.0, ExactTarget Marketing Tool, SurveyGizmo, OpenOffice
- Adobe Suite: Adobe **Photoshop/Flash Certified**, Dreamweaver, Illustrator, InDesign, After Effects, Premiere Pro, ActionScript 3.0.
- Business Requirement Gathering
- Technical documentation
- Ecommerce: Woocommerce, OpenCart

EXPERIENCE

ServiceNow Senior Technical Consultant certified CSA, CIS, CAD [Ernst & Young](#)

Calgary, Alberta — 2021-May - current

Primarily responsible for implementation of ESC, ITSM & HRSD modules and have successfully implemented for clients such as Bruce Power Energy, Pembina Pipelines, Ontario Cannabis Store, Loblaw Companies, KUBRA Payments, Ontario Teachers' Pension Plan (OTPP) and more.

ServiceNow UI Developer, Technical Consultant certified CSA, CIS, CAD [SuMO IT Solutions](#)

Calgary, Alberta — 2017-Oct - 2021-May

Primarily responsible for ServiceNow portal solutioning, designing mock-ups, custom widgets and theme developments. Also, help with ITSM projects between portal work.



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Accomplishments

- Set up for Bruce Power ITSM Module including Agent workspace, Agent & Mobile Apps, HRSD, HRSD Agent workspace, Workday REST Integration, SSO-Azure integration and Service Portal
- Successfully set up and delivered an enterprise level portal that consists of several different departments for KPMG and received a gratitude letter from the client.
- Provided a complete custom solution for FCC's (Farm Credit Canada) portal by creating custom faceted search and similar functionality, look and feel of their internal portal that is based on Microsoft SharePoint.
- Built complete custom widgets for WestJet's custom emergency response portal where WestJet employees can easily update their personal information such as availability, skills, first aid, language spoken etc that allows emergency response team managers to quickly gather who has the right skill set in case of emergency.
- Designed and created a fully responsive, mobile friendly and configurable base/starter theme that can easily be uploaded as XML file for SuMO clients.
- Designed mock-ups and set-up many different portals for potential clients as well as for the SuMO Sells team.

Web Support/Frontend Developer, [TransCanada PipeLines](#)

Calgary, Alberta — 2013-April, 2017

Building, customizing, setting-up, updating and supporting new and existing WordPress, SharePoint, RedDot based CMS and static web applications and account provisioning. Creating online surveys and email campaigns and general web support for TransCanada Corporate/Digital Communication team.

Accomplishments

- Saved the company roughly 180K by developing custom PHP, JavaScript, HTML based file directory listing application with some help from another colleague for TransCanada's Energy East Pipeline Project.
- Provided a complete custom solution for Energy East Q&A, WordPress plugin using PHP, jQuery and HTML for TransCanada's Energy East Pipeline Project.
- Received quite a few customer appreciation emails that were sent directly to my manager about my decent customer service and quality of work.
- Google & Adobe Analytics - Implement custom events for tracking specific document extensions or urls using JavaScript. Set up custom filtering to extract clean data. Responsible setting up automatic & scheduled annual, quarterly, monthly and weekly reports. Integrate with GTM (Google Tag Manager) to target specific page, link or document and manage overall account provisioning

Dedicated Frontend Developer, [Freshwater Creative Inc](#)

Calgary, Alberta — 2013

Responsible for frontend development for Ruby on Rails based CMS and static sites.

Frontend Developer/Designer, [StyleLabs Inc](#)

Calgary, Alberta — 2012-2013

Responsible for frontend development that involves turning mock-ups into full browser and mobile compatible sites, developing Facebook APPS, custom HTML newsletter, setting up Google Apps for business which involves DNS settings for Google Calendar Gmail and Docs, creating custom forms and some graphic design work.

Accomplishments

- Worked as web team lead

Web Support, [TransCanada PipeLines](#)

Calgary, Alberta — 2012

SharePoint and RedDot based CMS admin support. Responsible for some of the company's static HTML and CSS based applications' support and changes.

EDUCATION

SERVICENOW

Certificate: Certified System Admin, Certified Implementation Specialist, Certified Application Developer, Certified HR Implementer

SAIT,

Certificate: Object Oriented Software Development — 2017

SAIT,

Diploma with Honours: Multimedia Designer — 2010-2012

Coursework included: Web Development & Design / Print Design / 3D Design / Graphic Animation / Video / Audio

Institute of Commercial Management, UK

Certificate: International Business studies — 2005-2006

Coursework included: International Business Communication/ Economics for Business Management Theory and Practice

SELF STUDIES

Certificates:

- PHP & MySql basics - Lynda.com
- JavaScript Beyond Basics - O'Reilly School of Technology Online
- JavaScript Road Trip Part 2 - CodeSchool.com
- JavaScript and JSON - Lynda.com
- JavaScript: Enhancing the DOM - Lynda.com
- Practical JavaScript - Watchandlearn.com
- jQuery - Lynda.com
- WordPress Tips: DRY Development - Lynda.com
- WordPress Developer Tips: Information Architecture and the Template Hierarchy- Lynda.com
- Foundations of Programming: Object-Oriented Design - Lynda.com
- Understanding IP Addressing - Lynda.com

REFERENCES

Available upon request.