



PABLO MARUK

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Warsaw, Poland

PROFESSIONAL GOAL

Seeking a development role that allows me to combine my strong foundation as a Java developer with my current focus on JavaScript and ServiceNow. I am motivated to grow in the ServiceNow ecosystem, but also open to junior Java or JavaScript positions where I can continue building my technical expertise.

SKILLS

- Development: HTML, CSS, [JavaScript](#), PHP, MySQL, C, [Java](#), GIT, Jira, Linux, [SCRUM](#)
- Support: Troubleshooting, MyAccess/AD, Windows 10/11, Office365, Printers, VDI, ITIL, [ITSM](#)
- [ServiceNow](#): CMDB, Update Set, UI Actions, UI Policies, Service Catalog, ACL, Business Rules, Flow Designer
- [English: C2 \(high proficiency\)](#), Portuguese: native, Spanish B1 (Intermediate)

EXPERIENCE

- **CUSTOMER SERVICE ADVISOR** | Capgemini Poland | July 2024 – Present
I provide global IT support through **ServiceNow**. I resolve tickets and collaborate with IT teams. I work within a wide scope supported by over 650 KBAs, covering areas from OS, MS-365, IP/printers to MFA, VPN, SAP, and more.
- **DEVELOPER (C AND JAVA)** | Atech (Embraer) | 2022-2023
I contributed to the improvement of the "Brazilian Air Traffic Control Simulator" by identifying bugs and integrating new functionalities. Used technologies: C, **Java**, Linux, GIT, and Jira.
- **INFRASTRUCTURE AND WEB DEVELOPMENT** | Pineweb | 2014-2022
I developed landing pages and apps using **JavaScript** and PHP, managed web hosting and professional Office365 email services, and ran digital marketing campaigns that delivered great results for clients.
- **SUPPORT ANALYST** | Sterling Trader | 2012-2014
I guided clients in using the platform, resolved technical issues, assisted developers in optimizing the **API** in C#, and ensured high customer satisfaction through excellent service.
- **INTERNSHIP (SYSTEMS ANALYSIS)** | BMFBovespa (B3) | 2010-2012
I collaborated on test scenarios for the "Brazil Easy Investing", analyzed FIX protocol message logs, and revised software manuals (in English) to improve **system documentation**.

EDUCATION

- UNIP, 2014-2017
Bachelor degree: Systems Analysis and Development
- UNOPAR, 2018-2019
Post-Graduation in: Web Development

ADDITIONAL INFORMATION

[LinkedIn](#) | [GITHUB](#) | [SoloLearn](#) | [ServiceNow](#)
Reach me on +48 790 327 108