

Nathakamon Trirungkit

ServiceNow & Full-Stack Developer

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PROFESSIONAL SUMMARY

ServiceNow Developer (CSA-certified) and full-stack engineer with 5+ years of experience across ServiceNow (ITSM, CSM, SecOps), .NET, JavaScript, APIs and data analytics. I turn business requirements into reliable, well-documented enterprise software — from platform configuration and automation to back-end services and reporting.

TECHNICAL SKILLS

ServiceNow	ITSM	ITOM	CMDB	CSM	SecOps / VR	Now Assist	App Engine	Business Rules	Script Includes
	GlideAjax	Client Scripts	UI Policies & Actions	ACLs	Flow Designer / Workflow	Service Portal			
	REST / SOAP Integration								
Backend & .NET	C#	ASP.NET	ASP.NET Web API	REST APIs	SOAP	Microservices	Node.js		
Frontend & Mobile	JavaScript	HTML5	CSS	AngularJS	Flutter	Dart			
Languages	JavaScript	Python	C#	Java	C++	PHP	SQL	VBA	
Data & BI	SQL	PL/SQL	MySQL	MongoDB	MS SQL Server	Power BI	Excel VBA	Forecasting	
Cloud & Practices	Microsoft Azure	AWS	CI/CD	UAT & Test Cases	Debugging	Documentation	Automation		

PROFESSIONAL EXPERIENCE

ServiceNow Developer · PTT Digital Solutions Company Limited Feb 2026 – Present
Bangkok, Thailand · Hybrid · Contract

- Developed ServiceNow request forms for the SmartFIS project (F&A Customer Relation & Master Data Request modules).
- Designed and configured Access Control Rules (ACLs) and role-based security before development.
- Built automation with Business Rules, Script Includes, GlideAjax and Client Scripts for validation, stage sync and dynamic forms.
- Created custom Service Portal Widgets, UI Actions, Scheduled Jobs and Email Notifications.
- Configured Reports and Dashboards for request tracking and performance monitoring.
- Configured data visibility by organization and ran Fix Scripts for bulk data setup/migration.
- Prepared SIT/UAT documents and tested the system before go-live; deployed with System Analysts and fixed bugs to customer requirements.

Programmer Analyst · Advanced Info Service Public Company Limited (AIS) Sep 2025 – Feb 2026
Bangkok, Thailand · On-site · Contract

- Managed the Gomo website and mobile systems (mobile SIM trading, package and internet purchases); analyzed and fixed bugs to keep the flow functioning properly.
- Monitored and analyzed the back-end system; determined root causes by querying data, with the database stored on MongoDB.
- Fixed the API to connect to Flow perfectly.
- Created Work Instructions (WI) for tier-1 to edit system pages efficiently.
- Maintained the back-end, checking for bugs and errors and making adjustments to ensure normal operation.
- Analyzed system bugs and forwarded well-scoped solutions to tier-3 to stabilize the system.

Software Engineer (ServiceNow) · MFE Public Company Limited Sep 2023 – Aug 2025
Bangkok, Thailand · Hybrid · Full-time

- Implemented solutions on the ServiceNow platform covering ITSM, CSM, App Engine Studio, Incident, SecOps Vulnerability Response (VR) and Custom Applications.
- Troubleshoot system issues for clients and configured the system for optimal efficiency.
- Developed custom widgets in ServiceNow to enhance functionality and user experience.
- Designed and implemented system workflows based on customer requirements.
- Utilized JavaScript to customize the system when platform limitations prevented certain functionalities.
- Created comprehensive system and test documentation and coordinated User Acceptance Testing (UAT) with end users.
- Created reports and dashboards for relevant managers and stakeholders; earned a Micro Certification CSA in ServiceNow.

Thailand · On-site · Full-time

- Managed and developed the BPM project — an electricity-payment system on the ASP.NET framework — and solved program problems during debugging.
- Designed and developed a Microservices architecture for modularity, scalability and easier maintenance.
- Developed and integrated both SOAP and RESTful APIs to allow communication between internal modules and external systems.
- Performed testing after each development cycle and conducted User Acceptance Testing (UAT).
- Developed a system using IBM Maximo Solution to manage Asset Management, integrating assets to enable device tracking.

Data Analyst · CP ALL Public Company Limited

Mar 2022 – Feb 2023

Bangkok, Thailand · On-site · Full-time

- Analyzed and planned orders by calculating averages and using forecasting to reduce product shortages and warehouse order workload, and reported on order plans and unfinished products; reduced manual workflow through Excel VBA macros.
- Generated sales-performance summaries and developed interactive Power BI reports for managerial decision-making.

IT Support / Developer (Internship) · Minor International Public Company Limited

Jun 2021 – Sep 2021

Bangkok, Thailand · Internship

- Gained experience across all IT positions — Onsite Support, Asset Procurement, Product Solution, IAM and Service Desk.
- Built a mini-project: a currency-conversion website using the AngularJS framework.

SELECTED PROJECTS

SmartFIS — ServiceNow Request Platform · PTT Digital

F&A request & approval solution: request forms, ACLs and role-based security, automation, custom Service Portal widgets, reports and dashboards, with Fix Scripts for bulk migration and SIT/UAT before go-live.

ServiceNow · Business Rules · Script Includes · GlideAjax · Client Scripts · Service Portal · ACLs

Enterprise ServiceNow — ITSM, CSM & SecOps · MFEC

Delivered solutions across ITSM, CSM, App Engine Studio, Incident and SecOps VR plus custom applications; built custom widgets and JavaScript customisations; designed workflows and coordinated UAT.

ServiceNow · JavaScript · ITSM · CSM · SecOps (VR) · App Engine Studio

Gomo — Web & Mobile Platform · AIS

Back-end reliability for SIM trading, packages and internet purchases: root-caused bugs by querying MongoDB, fixed the API to connect to Flow, and wrote tier-1 Work Instructions.

MongoDB · REST APIs · Back-end · Flow · SQL

BPM — Electricity Payment System · Portalnet / SAMART

ASP.NET electricity-payment platform on a microservices architecture, with SOAP/REST integrations across internal and external systems and IBM Maximo asset management for device tracking.

ASP.NET · C# · Microservices · SOAP · REST APIs · IBM Maximo

Excel VBA Automation — Forecasting & RPA · CP ALL

A Forecast button and Excel formulas that calculate order quantities from moving averages and predict each product's run-out date using Lead Time, with one-click import/export macros (VBA as RPA) feeding clean data into Power BI.

Excel VBA · Macros · RPA · Forecasting · Lead Time · Power BI

EDUCATION

B.Eng. in Computer Engineering	2018 – 2022
Rajamangala Univ. of Technology Phra Nakhon (RMUTP)	
High School — Science & Mathematics	2015 – 2019
Wat Khemapiratararam School	

CERTIFICATION

ServiceNow Certified System Administrator (CSA)	2024
ServiceNow	