Roman Janulek

ServiceNow Senior Consultant



Professional Summary

Experienced IT professional with two decades in the field, specializing in ServiceNow delivery and management. Managed high-profile projects at Tieto, ICZ, GuideVision, and MHP, and established GuideVision's Ostrava office. Known for driving innovation, enhancing customer experiences, and leading high-performing teams. Expert in ServiceNow integration, delivering streamlined processes and efficiency improvements. Committed to staying ahead in technology and market trends. Proven leader and results-driven expert.

Work History

2024-07 - Current

Manager

MHP Management- Und IT-Beratung GmbH, Prague, Czechia (Remote)

- Manager and senior ServiceNow consultant/architect delivering SPM, ITSM, CSM and OT solutions for MHP and major automotive clients. I build robust enterprise integrations using Scripted REST, Flow Designer and IntegrationHub, and lead complex delivery across PowerCo, Porsche and the VW Group. Highlights include SPM delivery at PowerCo, Porsche VA/AI quality improvements, Flexera/AppPortal connectivity, and MHP's internal Bechtle procurement integration with end-to-end notifications and delivery confirmation. At Volkswagen, I contributed significantly to OT initiatives, including the OT Plant Onboarding & Data Collection Framework for standardized OT

Contact

Address

Příbor, 74258 Czechia

Phone

+420739450290

E-mail

roman@janulek.cz

WWW

https://bold.pro/my/roman-janulek/437

Websites, Portfolios, Profiles

- linkedin.com/in/roman-janulek

Skills

ServiceNow

ITSM

SPM

OT

TSM

CMDB

device onboarding and unified asset provisioning across global plants. I drive operations readiness and cross-vendor coordination while producing clear technical/process documentation and training.

2023-03 - 2023-12

Office Manager

GuideVision, S.r.o., Türkova 2319/5b, 149 00 Praha, Chodov

- Repainted, refurbished and rebuilt the 180m2 office space together with team
- Arranged all necessary service providers
- Responsible for daily run of office and supplies

2022-01 - 2023-12

Team Leader

GuideVision, S.r.o., Türkova 2319/5b, 149 00 Praha, Chodov

- Responsible for 18 people in my team
- Acted as a bridge between the company and the team
- Leading my team through all company's processes, KPI evaluations, promotions, personal issues etc.

2018-11 - 2023-11

ServiceNow Technical Consultant

GuideVision, s.r.o., Türkova 2319/5b, 149 00 Praha, Chodov

- Analyzed client business processes to propose optimal software applications for unique requirements.
- Acted as a tech leader in group projects, delegating tasks and providing feedback.
- Skilled at working independently and collaboratively in a team environment.
- Built strong relationships with customers through positive attitude and attentive response.
- Responsible for internal education e.g. trainings, workshops, presenting at conferences, business owner of the javascript scripting training course...

2016-07 -

Java Software Developer

Integrations

REST APIs

Flow Designer

Javascript

ITIL

SAFe

Learning&Development

Languages

Czech

Native or Bilingual

English

Full Professional

German

Basic

2018-10

ICZ a.s, Na Hřebenech II 10 14000 Praha

- Working with GWT, SmartGWT, Spring, and IBM Informix database
- Reviewed code and debugged errors to improve performance.
- Collaborated in team-based, Agile environment to accomplish objectives by deadlines.
- Participated in requirements gathering and design development meetings.

2010-10 - 2016-06

Software developer

Tieto Czech s.r.o

- Started as a PHP developer (2 years), finshed as a Java developer (4 years)
- Experience with Atlassian JIRA, Atlassian Confluence, SVN, GIT, KnowledgeTree, Jenkins, Archiva, and Testlink
- Experience with methodologies: Scrum, Kanban, and Scrumban
- Became an Integration specialist

2009-01 - 2010-08

Programmer

Art of production

- Creation of statistics application integrated into FLEX kiosk application for Agrobio Opava, s.r.o.
- PC assembling and distribution to Hornbach and Bauhaus over the Czech Republic.
- Customization of editorial systems for websites and e-shops
- Management of 120 domains

2005-06 - 2007-07

Website and database administrator

R.a. Prima

- Creation and administration of website www.rkprima.cz
- Design and development of the MySQL database, flash banners, estate auction system...

2004-07 - 2004-08

IT support

Rollservice a.s

- Part-time job

- PC repairs and property cataloging (PCs, Printers,Laptops)
- IT support

Education

2010-01

No Degree: Education in IT For Elementary And High Schools

University of Ostrava, Pedagogical Faculty - Ostrava

2007-01

High School Diploma

Palackého 50, Nový Jičín - Nový Jičín, Czech Republic

Certifications

- Partner Pre-sales Specialization: Now Platform, ServiceNow, 2022
- Partner Pre-sales Specialization: IT Service Mgmt & DevOps, ServiceNow, 2022
- Partner Sales Specialization: Sales and Messaging Foundations, ServiceNow, 2022
- Partner Pre-sales Specialization: Telecommunications, ServiceNow, 2022
- Micro-Certification - Virtual Agent, ServiceNow, 2021
- Micro-Certification - Predictive Intelligence, ServiceNow, 2021
- Micro-Certification - Performance Analytics, ServiceNow, 2021
- Micro-Certification - Flow Designer, ServiceNow, 2021
- Suite Certification - ITSM Professional, ServiceNow, 2021

- Micro-Certification - Automated Test Framework, ServiceNow, 2020
- Micro-Certification - Agile and Test Management Implementation, ServiceNow, 2020
- ServiceNow Certified Implementation Specialist - IT Service Management, ServiceNow, 2020
- ServiceNow SAIF, ServiceNow, 2019
- ServiceNow Certified System Administrator, ServiceNow, 2019
- ITIL v3 Foundation, ServiceNow, 2016

Hobbies

- Nordic Walking, FootballGolf, Cycling, Personal development, Knowledge sharing, AI and new technologies, Programming, and my two kids