

Yuri Magalhães de Souza

SERVICENOW CONSULTANT · AUTOMATION & INTEGRATION

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PROFILE

ServiceNow consultant working across process automation, ITSM/CSM and secure system integrations. End-to-end experience with Flow Designer, IntegrationHub and server-side and client-side scripting, including certificate lifecycle management, REST integrations with OAuth 2.0 authentication, and access control design (API access policies, ACLs, data policies and authorization scopes). Complementary background in backend development (Python, TypeScript, SQL) and IT asset data analysis.

EXPERIENCE

ServiceNow Consultant — 4Matt Tecnologia

DEC 2025 — PRESENT

Auren — Certificate lifecycle management

- Built a full certificate management solution in ServiceNow covering issuance, renewal, revocation and monitoring of SSL and digital certificates.
- Developed record producers with dynamic forms capturing requester, direct manager, department, certificate name and subject alternative names, surfacing configuration item or URL fields based on the selected installation location.
- Automated approval, CSR generation, inventory update and deployment flows in Flow Designer, opening incidents automatically for expired certificates, generating renewal tasks 30 days ahead of expiry and sending proactive emails at 90 days.
- Implemented a daily monitoring flow across installed certificates and a business rule that raises an incident whenever an improperly retired certificate is reinstalled.
- Designed the notification framework for the full lifecycle — approval requests, rejections and closures — and organised catalog services in the portal with icons and categories.

AEGEA — ITSM inbound integrations and access control

- Secured inbound integrations between ServiceNow and third-party ITSM systems through REST API access policies restricting integration users to updating incidents and catalog tasks, each tied to a vendor-specific authentication profile.
- Enabled OAuth 2.0 client credentials authentication, creating application registries with per-vendor client IDs and secrets and validating token retrieval.
- Defined authorization scopes for incidents and catalog tasks per vendor and converted UI policies into data policies, ensuring API updates respect mandatory and read-only fields.
- Implemented ACLs granting read/write access only to ticket participants (opened by, requested for, assignment group, watchlist and approvers) and created a contract managers group with a dedicated role.
- Created dedicated machine users per vendor, grouped into an integration users group with incident and request write permissions, keeping every API call correctly scoped.
- Refactored HR topics in Virtual Agent to support multiple attachments within a single WhatsApp conversation, and built a UI page and UI action allowing agents to select ticket attachments and send them through the Twilio integration.

Customer Service Management portal and scoped applications

- Structured service domains into independent scoped applications — ServiceNow platform support and IT asset management — relying on native CSM roles rather than custom ones.
- Extended the standard case table into domain-specific derived tables with automatic numbering and unique prefixes, and configured bilingual case types linking each table to its service domain.
- Customised form layouts around essential service fields (channel, account, contact, product, contract, entitlement, priority and assignment) and removed unused ones.
- Adapted record producers to create cases in the new tables with insert-and-stay behaviour, reusing variable sets and standardising names in English and Portuguese.
- Contributed to building the customer service portal, including case creation flows and usability improvements.

Unimed — Customer experience and feedback collection

- Implemented a satisfaction survey triggered automatically on ticket closure, with a completion confirmation button routing the user to the survey.
- Integrated the Google Chat Spoke (IntegrationHub) to deliver the survey link through chat, widening the reach of feedback collection.

Cocal — Dynamic state control

- Implemented state-aware UI actions letting agents move tickets quickly to “In Approval”, “In Progress” or “Waiting for Vendor”.

Stack: Flow Designer · IntegrationHub · ITSM · CSM · Virtual Agent · Service Catalog · Business Rules · Client Scripts · ACLs · Data Policies · UI Actions · UI Pages · Scoped Applications · REST API · OAuth 2.0 · Google Chat Spoke · Twilio/WhatsApp

Software Developer — 4Matt Tecnologia

AUG 2022 — DEC 2025

- Backend development with Python, TypeScript and SQL/MySQL on Google Cloud Platform.

IT Asset Management Assistant — 4Matt Tecnologia

AUG 2022 — DEC 2023

- IT asset inventory data analysis using Snow Software and Python.

IT Intern — 4Matt Tecnologia

FEB 2022 — JUL 2022

- Supported IT asset data analysis using Snow Software and Python.

Teaching Assistant, Algorithms and Data Structures — UFSJ

SEP 2021 — DEC 2021

- Paid teaching assistant for Algorithms and Data Structures I, supporting students with course exercises and concepts.

CERTIFICATIONS

Certified Implementation Specialist – Data Foundations (CMDB and CSDM) (CIS-DF)

SEP 2026

ServiceNow University

Certified System Administrator (CSA)

APR 2026

ServiceNow University

ServiceNow Micro-Certifications

Flow Designer · Service Portal · Application Developer User Interface Creator · Welcome to ServiceNow

EDUCATION

Technology Degree in Systems Analysis and Development — *in progress*

JUL 2025 — JUL 2027

Universidade Cruzeiro do Sul, Brazil

Mechatronics Engineering — *incomplete*

JAN 2020 — DEC 2024

Federal University of São João del-Rei (UFSJ) — Ouro Branco, Brazil

High School Diploma

JAN 2016 — JAN 2018

Fundação Bradesco — São João del-Rei, Brazil

TECHNICAL SKILLS

ServiceNow platform	Flow Designer, IntegrationHub, IT Service Management (ITSM), Customer Service Management (CSM), Virtual Agent, Service Catalog, Scoped Applications
Configuration & scripting	Business Rules, Client Scripts, ACL Scripts, UI Actions, UI Pages, Record Producers, Variable Sets, Notifications
Integrations	REST API, OAuth 2.0 (client credentials), API access policies, authorization scopes, Google Chat Spoke, Twilio/WhatsApp
Security & governance	ACLs, Data Policies, integration users and groups, participant-based access control
Development	Python, TypeScript, SQL, MySQL, Google Cloud Platform
Tools	Snow Software

LANGUAGES

Portuguese	Native
English	Intermediate — CEFR B1 certified
Spanish	Basic