



Emma Helenius

ServiceNow Specialist

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Profile

Hard working ServiceNow developer with diverse experience in ITSM, Service Portal and Employee Center development, and project management experience in integration management. I aspire to excel as a versatile developer in an international work environment.



Education & Certifications

Certified System Administrator

ServiceNow | 2023

ITIL V4 Foundations

AXELOS | 2022

BBA, Business Information Technology

Häme University of Applied Sciences | 2019

Work Experiences

ServiceNow Application Specialist

OY APOTTI AB | JAN 2025 -

- Development and administration of the company's ServiceNow platform.

ITSM Process Specialist

OY APOTTI AB | AUG 2023 - DEC 2024

- Operational Process Manager of Service Request Management: Maintenance and development of support and service management processes.
- ServiceNow development: Development and administration of the company's ServiceNow platform.

ServiceNow Consultant

FUJITSU FINLAND | MAY 2022 - JUL 2023

- ServiceNow technical consultation, development and administration.



Development skills

ServiceNow ITSM	■	■	■	■	■	■	■
ServiceNow Service Portal	■	■	■	■	■	■	■
ServiceNow Employee Center	■	■	■	■	■	■	■
ServiceNow Integrations	■	■	■	■	■	■	■
Javascript	■	■	■	■	■	■	■
Agile Methodologies	■	■	■	■	■	■	■



Language

Finnish	■	■	■	■	■	■	■
English	■	■	■	■	■	■	■
Swedish	■	■	■	■	■	■	■