Michael Bankwitz

ServiceNow Certified Technical Architect

CONTACT

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CORE EXPERTISE

- Platform Architecture
- Self-Hosted / On-Premise / Cloud ServiceNow
- Custom Applications
- Enterprise Integrations
- ITOM / CMDB / CSDM
- CSM & Service Catalog
- Workflow Automation
- Upgrade & Clone Architecture

LANGUAGES

German — Native
English — Full professional
Spanish — B1
Italian — A1

MICHAEL BANKWITZ

ServiceNow Certified Technical Architect

Platform Architecture • Self-Hosted / On-Premise / Cloud • Enterprise Solutions

PROFILE

- ServiceNow Certified Technical Architect (CTA) with 14+ years of experience in complex enterprise environments.
- Focused on platform architecture, custom solutions, enterprise integrations and self-hosted / on-premise ServiceNow capabilities.
- Combines architecture, lead development and hands-on implementation to build scalable, maintainable technical solutions.

PROFESSIONAL EXPERIENCE

Schwarz Digits

Senior Professional ServiceNow | Platform Architecture & On-Premise

03/2025 – Present | Mainz, Germany | Hybrid

- Lead development and architecture for customer support instances comparable to Now Support.
- Designed automated upgrade and clone capabilities, including data preservers, exclusion logic, cleanup scripts and KMF-based key exchange.
- Implemented trust and privileged access patterns, including maint user automation and VPE/PASETO-based script execution across instances.

iTSM Group

ServiceNow Solution Architect | Technical Architecture, Custom Solutions & Lead Development

01/2024 – 02/2025 | Mainz, Germany | Remote

- Delivered customised capabilities for a self-hosted ServiceNow funding portal, including catalog import, PDF generation and save/resume for large items.
- Acted as Technical Architect across CSM and ITOM workstreams, including CSDM advisory and VMware vSphere integration into the CMDB.
- Achieved the ServiceNow Certified Technical Architect (CTA) certification during this period.

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ServiceNow Certified Technical Architect

SELECTED CERTIFICATIONS

- ServiceNow CTA
- Suite Cert. – ITSM Professional
- Suite Cert. – CSM Professional
- CIS – Data Foundation
- CIS – CSM, HAM, ITSM, SPM
- CIS – Service Provider, Discovery
- CAD, CSA
- ITIL 4 Managing Professional
- ITIL v3 Expert
- PSM II
- Prince2 Foundation

EDUCATION

Duale Hochschule Sachsen
State Academy Dresden
Diplom-Ingenieur (BA),
Information Technology
2009 – 2012

POSITIONING

- Architecture-first profile
- Hands-on technical delivery
- High-compliance environments
- ServiceNow platform depth

PROFESSIONAL EXPERIENCE

Independent

Independent ServiceNow Architect & Developer

06/2018 – 12/2023 | Europe | Remote

- Delivered architecture, development and implementation across long-term ServiceNow engagements in enterprise and public-sector environments.
- Focused on custom applications, service portals, integrations, workflow automation and customer-specific platform capabilities.
- Worked primarily in distributed remote delivery models across Germany and Spain.

solid-serVision.com GmbH / Accenture

ServiceNow Solution Architect | Development & Technical Delivery

10/2012 – 06/2018 | Dresden, Germany | Hybrid

- Built deep implementation experience across Service Catalog, CMDB, integrations, workflow design and platform-related solution architecture.
- Combined solution architecture, development and consulting responsibilities in complex customer engagements.
- Mentored junior colleagues and supported technical delivery in larger enterprise structures.
- Established the technical foundation for later specialisation in custom applications, integrations and architecture.

GLOBALFOUNDRIES

BA Student, Information Technology

10/2009 – 09/2012 | Dresden, Germany | On-site

- Started in enterprise service management and gained first hands-on exposure to ServiceNow in an ITSM team.
- Built reporting and dashboarding concepts and a monitor-based ticket overview for help-desk operations.