

# Erik Schreurs

## Senior ServiceNow Engineer & Technical Consultant

+31 (6) 121 467 88 | erik@estechdevelopment.com | erikschreurs.com

### Profile

Senior ServiceNow Engineer with 7+ years of experience building scoped applications in enterprise and government environments. Specialized in application architecture, system integrations, and modern UI development.

### Certifications

**ServiceNow:** CSA, CAD, CIS-Data Foundations (CMDB & CSDM)

**Other:** PSM I (Professional Scrum Master I)

### Skills

**ServiceNow:** Scoped Application Architecture, Data Modelling, REST Integrations, Flow Designer, UI Builder, Service Portal, ServiceNow SDK, ServiceNow Fluent, Platform Analytics, Security Model Design (ACL)

**Frontend:** JavaScript (ES6+), AngularJS, React, HTML, CSS

**Methods:** Agile / Scrum

### Experience

#### Freelancer | EsTech Development

Oct 2023 - Present

#### ServiceNow Engineer & Technical Consultant

Independent consultant specializing in application architecture, integrations, and modern UI for enterprise and government clients.

*Client - Ministry of Defence (JIVC / I&V)*

*May 2024 - Present*

#### **Confidential project**

Designing and developing a large-scale scoped application across a multi-instance on-premise architecture with bi-directional data synchronization, a data model spanning 100+ tables, and a fully custom React frontend built with the ServiceNow SDK.

#### **Demand & Supply Management Application**

Designed and developed a scoped application replacing an annual Excel-based planning process across multiple departments. Built a custom Service Portal interface for demand intake, along with fully automated communication and reporting using Platform Analytics. Implemented with future functionality in mind for supply-side comparison.

#### **Request Management Refactoring**

Refactored a high-volume request management implementation handling thousands of weekly requests. Migrated multiple legacy workflows to modular Flows, simplified complex approval routing logic, and eliminated 90% of the codebase. Preserved full functionality, significantly improved maintainability, and ready to scale further.

Client - Menzis Zorgverzekeraar:

Mar - Apr 2024

***ITSM Integration Migration***

Replaced a discontinued third-party integration server handling incident synchronization between Menzis and KPN instances. Developed a custom scoped application that replicated the external server's functionality directly on-platform, eliminating third-party dependency. Made the solution reusable for other clients using the same integration framework.

**Goldman Sachs Asset Management**

**Apr 2022 – Nov 2023**

ServiceNow Engineer (Associate)

***KYC / WWFT Compliance Application***

Led development of a KYC and WWFT compliance application managing the full review cycle for FitVermogen clients. Automated client outreach and follow-ups across more than 30,000 clients, with robust handling for bounces, errors and edge cases. Integrated with an external ID verification portal to drive branching compliance workflows, with full pipeline visibility and traceability across the review cycle.

**NN Investment Partners**

**Feb 2019 – Apr 2022**

ServiceNow Engineer

Alongside project work, responsible for platform administration, upgrades, performance, incident resolution, automated testing, and ongoing development across the instance.

***Alternative Credit Deal Management Platform***

Designed and developed a deal management platform for alternative credit, replacing an unstructured and document-heavy process with a fully auditable end-to-end solution. Covered the full deal lifecycle from automated data intake through multi-department governance, with automated SharePoint document management, integrated Power BI dashboards, and a custom Service Portal interface.

***Credit Rating Review Application***

Led development of a credit rating review application replacing a spreadsheet-based process across multiple departments. Implemented a configurable review framework adapting to each deal's product and portfolio characteristics, with full audit compliance throughout the cycle.

**Education**

**Calco IT Traineeship**

Certified IT Masterclass Professional  
Completed 2018

**InHolland University of Applied Sciences**

Bachelor of Arts in Creative Business (MEM)  
Graduated 2017