**Aeriel Day**

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Summary

* Intrinsically driven programmer with a unique and creative perspective to finding solutions. wholeheartedly driven to accomplish the most effective solution with the most efficient use of resources.

Licenses & Certifications

* ServiceNow: CSA, ITILv4, ITSM, CMDB, Citizen Application Developer 2020-present
* HTML5, CSS3, JavaScript2018-present
* AngularJS, Google IT Support2021-2023
* Typescript, XML, React.js 2022-present

Education

* ServiceNow, New Apprenticeship 2021-2022
* Web Development, Software Engineering, UI/UX, Front-end Development 2018-2020
* A.A. Psychology University of North Georgia 2011-2017

Work Experience

*Front-end application developer for InfoSys Ltd. 2022 - 2024*

* Led the development of 20 different ServiceNow-based widgets as the primary front-end developer, utilizing JavaScript, CSS, HTML, and GlideScript.
* Proposed new or revised policies and procedures to reduce daily technical issues.
* Reduced overhead costs by 20% and accelerated the project timeline by 30%.
* Orchestrated comprehensive quality assurance checks and debugging protocols at key stages of the software development life cycle; identified and rectified critical bugs, reducing post-launch error reports by 40%.
* Spearheaded the transition to a web-responsive and scalable solution for 20+ widgets, ensuring enhanced user experience and prepared for future scalability.

*ServiceNow tech support for WIlliams-Sonoma, Inc. 2020-2020*

* Guided the team of 5 individuals to unify user needs leading to a 20% enhancement in user interaction metrics.
* Collaborated with product managers to craft and deploy client-oriented UIs and visualizations, driving a 15% escalation in customer retention rates.
* Implemented industry-leading best practices and state-of-the-art technology solutions to optimize operational efficiency, achieving a 30% reduction in production costs and a 20% increase in overall output.
* Authored technical documents, increasing future efficiency by 40% in troubleshooting and further development.
* Accelerated problem resolution across departments fostering a unified environment, improving team cohesiveness with more than 20 people.
* Diagnosed and resolved 10+ technical issues daily unrelated to the specific project.

*Freelance Web Developer 2018-2020*

* Crafted the organizing and building of user interfaces, exhibiting effortless creativity.
* Orchestrated cross-functional collaboration with product owners, developers, architects, DevOps engineers, and business analysts to synchronize project objectives and enhance communication flow, resulting in a 40% reduction in project timeline delays.
* Increased project efficiency by 20% allowing other team members to accept 15% more responsibility.

Skills

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| --- | --- | --- |
| * AWS | * Web Development | * Application Development |
| * Responsive Design | * JavaScript | * AngularJS |
| * SCSS | * REST | * OOP |
| * Java | * Python | * Cybersecurity |
| * IT Documentation | * Software Engineering | * Typescript |
| * React.JS | * HTML | * CSS |
| * SQLite | * Jira | * Agile Development |
| * Version Control | * Visual Studio Code | * Node.js |
| * Eclipse | * SASS | * jQuery |
| * Front-end Development | * User Interface Design |  |