

COLUM CROSS

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EXPERIENCE

M&T Bank

Buffalo, New York

Software Engineer II

2019 - 2025

Resolve – Customer complaint resolution system built entirely in ServiceNow.

MyVoice – Employee feedback system built in ServiceNow with an Angular front-end.

Commercial Overdrafts – Application that tracks and resolves overdrafts on commercial accounts.

- Worked with stakeholders and Product Owners to prioritize work and understand business needs and regulatory requirements.
- Design the look and feel of and administer end-user testing to validate the usability of the applications.
- Core ServiceNow developer building required app functionality.
- Solely developed an API and several integrations to significantly increase complaint capture for the Bank.
- Lead manager responsible for pushing code to production and ensuring releases are handled smoothly.
- Successfully converted several applications from the Update Set Model to the Application Publishing Model in ServiceNow and subsequently to a GitLab based CI/CD pipeline.

Lighthouse Innovation Sprint – Team lead on a project that researched solutions to address talent retention issues fit for a \$200B bank using the Desirability, Feasibility, Viability Model.

Middle School Coder's Club – Volunteered with local schools to help teach programming to children in underserved communities.

Next Gen Recruiting – Performed tech and behavioral interviews for Technology Development Program candidates.

Ahold USA

Quincy, Massachusetts

Web Developer

2017

- Developed a ColdFusion API for an Angular web app to aid the process of ordering local produce for store managers.
- Developed an Angular web app and ColdFusion API to manage company-wide email distribution.
- Rebuilt a Java Web Pages backend that processed large amounts of business intelligence data in ColdFusion.

SKILLS

Certifications

- ServiceNow Certified System Administrator
- ServiceNow Certified Application Developer
- Certified Lean Practitioner

Spoken Languages

- English – Fluent
- German – Conversational

ServiceNow Expertise

- Proficient in ServiceNow platform development, including custom app creation, workflow automation, and integration development
- Experience with IT Service Management (ITSM), Customer Service Management (CSM), Financial Services Operations (FSO), and Change Management modules
- Skilled in transitioning applications from the Update Set Model to the Application Publishing Model
- Developed APIs and integrations to enhance system functionality and data capture
- Administered end-user testing and usability research for ServiceNow applications

Programming & Web Development

- Web: HTML, CSS, JavaScript, Angular
- Backend: Java, Coldfusion, C#
- Database: SQL (MySQL, T-SQL, Oracle)

EDUCATION

Rochester Institute of Technology

Rochester, NY

BS in Human-Centered Computing