Austin Dolan

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PROFESSIONAL EXPERIENCE

EWorld Enterprise Solutions · Honolulu, HI
Developer · *March 2025- Present*
- Design custom ServiceNow Workspaces with UI Builder to simplify user experience and meet stakeholder needs.
- Build end-to-end license management flows for requesting, revoking, tracking costs, and managing role access.
- Maintain development best practices by participating in peer code reviews, testing, and Agile sprint planning.

Hawai'i Department of Transportation · Honolulu, HI
Software Engineer Intern · *May 2024-March 2025*
- Modernize scoped ServiceNow apps by reverse-engineering legacy Lotus Notes systems to enhance efficiency and workflows.
- Develop AngularJS widgets to boost interactivity, data visualization, and seamless Service Portal integration.
- Automate workflows using Business Rules to ensure data integrity, compliance, and organizational alignment.
- Design ACLs to enforce permissions, secure data, and provide role-specific functionality.
- Deliver iterative improvements by collaborating in Agile teams, debugging workflows, and optimizing functionality.

Hawai'i Department of Labor and Industrial Relations · Honolulu, HI
IT Specialist: Help Desk Intern · *February 2024-May 2024*
- Resolved complex hardware, software, and network issues to minimize downtime and optimize performance.
- Terminated cables, configured switches, managed VLANs, and troubleshot connectivity to maintain infrastructure.
- Maintain technical documentation, user guides, and testing exercises for streamlined system management.

Aloha Caravan · Honolulu, HI
Founder · *2019-December 2023*
- Launched and grew a profitable wedding rental business through market research, planning, and marketing.
- Coordinated scheduling and communication with clients, vendors, venues, and employees.
- Managed finances while curating personalized client experiences.
- Solved supply-chain and logistical challenges while ensuring exceptional service.

EDUCATION

Leeward Community College · Honolulu, HI
Associate of Science, Information & Computer Science: Software Engineering · *May 2024*
- Dean's List – Fall 2023, Spring 2024
- 4.0 GPA
- Relevant coursework: ICS 270 (Systems Analysis), ICS 129 (Databases), ICS 211 (Computer Sci II), ICS 212 (Program Structure), ICS 215 (Scripting)

Kapiolani Community College · Honolulu, HI
Associate of Arts, General Education · *May 2013*
- Kapi'o News Photographer/Editor, 2012-2013

SKILLS & INTERESTS

Technical: Web Development (HTML, JavaScript, CSS, AngularJS), SQL, MS Office, Jira, Python, Pandas, C, C++
Business Acumen: Business & Data Analytics, Data Transformation, Project & Product Management, Cross Functional Teamwork
Database Management: PostgreSQL, SQLite, MySQL, ORM with Django for backend integration
Tools & Platforms: ServiceNow, Git/GitHub, Agile (Scrum, Sprints), Adobe Sign API, Figma, Visual Studio Code
Hobbies: Underwater/Surf photography, AI image and video model training, SBCs, home assistant, IoT solutions

PROJECTS

Ho'o Nani Hou | Personal Project (Python/Django, React/Node.js, Google Maps API)
- Developing a full-stack web application to enable users to locate and collaborate on funding community projects using Google Maps API integration.
- Python/Django backend for ORM and sys-admin functionality and a dynamic React/Node.js frontend for user interactivity.
- Implementing secure user authentication and payment workflows to streamline collaboration and funding.

Personal Portfolio & Blog | HTML, CSS, JavaScript
- Built a responsive portfolio showcasing projects and a blog to share technical insights, emphasizing cross-browser compatibility and optimized performance for smaller screens.

- Designed an intuitive user interface with interactive elements to enhance user experience.

Custom Blog Creation Platform | Next.js, Markdown, Tailwind CSS

- Developed a customizable blogging platform with a dynamic post editor, layout selector, and component-based architecture.
- Implemented Markdown support, layout switching, and integration with file-based routing for seamless content management.

PDF-to-XML Org Chart Parser | Python, PyMuPDF, Regex, XML

- Created a parser to convert complex hierarchical org charts from PDFs into structured XML with contextual tagging.
- Built logic to extract positional metadata, track multi-page symbols, and maintain organizational hierarchy across nodes.