

Austin Dolan

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PROFESSIONAL EXPERIENCE

EWorld Enterprise Solutions

Honolulu, HI

Developer

March 2024- 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 2024

- 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 troubleshoot 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.