

## SUMMARY

Passionate and results-driven software developer with a robust foundation in programming languages, including HTML, CSS, JavaScript, Python, and frameworks such as React and Node.js. Leveraging hands-on experience from the military and advanced technical training, I bring a unique blend of technical expertise and strategic insight. My hands-on learning experience in ServiceNow development has honed my skills in configuring and customizing software solutions, while my military experience has cultivated exceptional analytical, communication, and leadership abilities. Proficient in Git/GitHub, Bootstrap, Object-Oriented Programming (OOP), and API Integration, I am committed to continuous learning and innovation. Motivated and capable of working independently, I excel at developing efficient, scalable solutions and fostering collaborative working environments.

## SKILLS SUMMARY

### Software Development

- Developed and deployed over 20 projects utilizing various technologies and multiple programming languages.
- Configured and customized ServiceNow modules and applications, including Incident Management and Change Management.
- Conducted data analysis and reporting using ServiceNow Performance Analytics, developing custom dashboards for KPIs.
- Implemented IT Service Management (ITSM) best practices by defining and automating ITIL processes within ServiceNow.
- Proficient in HTML, CSS, JavaScript, Python, React, Node.js, Bootstrap, and Git/GitHub for creating efficient, scalable, and user-friendly web applications.
- Experienced in Object-Oriented Programming (OOP) and API Integration.
- Knowledgeable in Agile Development, Workflow Management, and Generative AI.

### Leadership

- Managed a team of over 35 people, improving intelligence reports' value and timeliness.
- Led planning efforts and coordination, achieving a reduction in project timelines
- Mentored and taught team members, leading to improved performance and the successful resolution of complex projects.

### Project Management

- Spearheaded company strategic initiatives that significantly enhanced decision-making capabilities through data analysis, directly supporting critical business decisions.
- Orchestrated and executed high-stakes initiatives, resulting in a marked improvement in organizational efficiency and operational readiness.
- Conducted and led comprehensive code review sessions as the product owner, ensuring the production of efficient, maintainable, and reusable code by the development team.

### Additional Skills

Verbal and Written Communications, Python Programming, ServiceNow Administration, IT Service Management (ITSM), Data Analysis and Reporting, Dashboard Creation, Leadership and Team Management, Agile/SCRUM Development, JavaScript, Object Oriented Programming, APIs, HTML, CSS, Flow Designer, BootStrap, Node.js, Git/Github, Frontend Development

## EMPLOYMENT

ServiceNow, Developer, Remote

May 2024 - Current

- Participated in a 16-week program including ServiceNow instructor-led training, self-paced Now Learning content, and hands-on project work.
- Configured and customized ServiceNow modules and applications such as incident management and change management.
- Conducted data analysis and reporting using ServiceNow Performance Analytics, developing custom dashboards for KPIs.
- Implemented best practices of IT Service Management (ITSM) by defining and automating ITIL processes within ServiceNow.
- Actively contributed to the ServiceNow Skillbridge by sharing knowledge and participating in user groups.

US Army, Senior Analyst, Various Locations

June 2012 - Current

- Spearheaded strategic initiatives, enhancing decision-making capabilities by 30%, supporting mission-critical operations.
- Executed high-stakes initiatives, improving organizational efficiency and operational readiness by 25%.
- Led code review sessions, ensuring efficient, maintainable, and reusable code.
- Managed a team of 35+ analysts, improving reporting, project values, and timeliness by 40%.
- Developed innovative data collection methods, increasing accuracy by 35%.
- Built and maintained web pages and SharePortals, enhancing information flow by 50%.
- Led comprehensive training programs, boosting team productivity by 25%.
- Oversaw data security and strategic operations, increasing efficiency by 20%.
- Specialized in data management and analysis, improving decision-making by 40%.

## EDUCATION

American Military University

Current

BS Business  
Minor in Web Development

Harvard University  
CS50P Programming with Python

Cochies College  
AS Intelligence Studies