

JOEL HERNANDEZ

Ft. Worth, TX | (+1) 832-544-3528 | jxhernandez6531@gmail.com | LinkedIn

Software Developer

With 7+ years as an Aviation Ordnance Technician, I honed leadership, team-building, and problem-solving skills, leading teams of 25+ in high-pressure environments. My experience managing complex systems and optimizing processes translates seamlessly into ServiceNow development and administration. Skilled in workflow automation, business rules, and custom application development, I bring a structured, disciplined approach to optimizing platform functionality and user experience. I also hold an active Secret Clearance. Eager to apply my technical expertise and leadership in a ServiceNow development or administration role, driving efficiency and innovation.

Work Experience

Teaching Assistant - RiseUp with ServiceNow

Dec 2024 - Present

The ServiceNow RiseUp SkillBridge program provides transitioning service members with hands-on training and certification opportunities in ServiceNow to prepare them for civilian careers in tech

- Mentored and supported transitioning service members in learning ServiceNow fundamentals and achieving certifications.
- Assisted with curriculum delivery by guiding students through hands-on labs, troubleshooting issues, and clarifying technical concepts.
- Provided one-on-one coaching to reinforce learning objectives and help students navigate career transition challenges.
- Facilitated group discussions and interactive sessions to enhance engagement and knowledge retention.
- Collaborated with instructors to refine lesson plans and improve course materials based on student feedback.
- Prepared students for both Front-end and Back-end customization and implementation within the ServiceNow platform.

Software Developer Apprentice - Creating Coding Careers - San Diego, CA

Sep 2024 - Present

The Creating Coding Careers SkillBridge program provides transitioning service members with hands-on training, mentorship, and real-world software development experience to prepare them for careers in tech.

- Developed and maintained full-stack web applications using JavaScript, React, Node.js, and other modern technologies.
- Collaborated in Agile teams to design, build, and deploy real-world software solutions.
- Resolved bugs and implemented new features based on user feedback and project requirements.
- Worked closely with mentors and industry professionals to gain hands-on experience in software development workflows.
- Gained proficiency in DevOps tools and cloud platforms to deploy and manage applications efficiently.
- Creating and styling user interfaces in ServiceNow's Service Portal using HTML, CSS, Bootstrap, and AngularJS for a seamless user experience.

Sergeant | Aviation Ordnance Quality Assurance & Safety Observer -
- United States Marine Corps - San Diego, CA & Ft. Worth, TX

May 2017 - Sep 2024

Marine Aerial Refueler Transport Squadrons

- Conducted inspections, maintenance, and quality assurance for aviation ordnance systems, ensuring compliance with safety and operational standards.
- Led and mentored teams of junior Marines, fostering technical expertise, mission readiness, and adherence to safety protocols.
- Managed logistics and coordinated complex ordnance operations, supporting multiple successful missions.
- Ensured ordnance safety and reliability through meticulous adherence to protocols and detailed record-keeping.
- Developed and optimized processes, improving efficiency in maintenance operations, risk management, and inventory control.
- Collaborated cross-functionally with maintenance crews, leadership, and external agencies to coordinate logistics and operational support.

Key Highlights

- Security Clearance: Active Secret Security Clearance.
- Technical Proficiency: Proficient in ServiceNow development, JavaScript, HTML, CSS, React, Node.js, and Webpack; skilled in building and configuring responsive, dynamic applications within the ServiceNow platform.
- Adaptability: Transitioning into tech with proven ability to learn and apply new skills quickly in dynamic environments. Adapted to high-pressure environments in both military and tech sectors, resolving technical and operational challenges.
- ServiceNow & Software Development Training: Completing a hands-on apprenticeship through Creating Coding Careers, gaining experience in ServiceNow application development, front/back-end development, and workflow automation.

Skills

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|---------------------------------------|--------------------------------|------------------------------|
| • Node.js | • Version Control (Git GitHub) | • Testing & Debugging |
| • Problem-Solving & Critical Thinking | • Attention to Detail | • JavaScript/HTML/CSS |
| • SQL | • Leadership | • Team Training & Mentorship |
| • Conflict Resolution | • Flow Designer | • ServiceNow Scripting |
| • ServiceNow Application Development | • Process Automation | • Update Sets |

Certifications

Certified Systems Administrator (CSA) - ServiceNow	Jan 2025 - Jan 2026
Certified Application Developer (CAD) - ServiceNow	Feb 2025 - Feb 2026

Awards

Navy and Marine Corps Achievement Medal (NAM) - United States Marine Corps	May 2022
Certificate of Commendation (CERTCOM) - United States Marine Corps	May 2021

Interests

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| • Music | • Golf | • Coding Challenges |
| • Gaming | • Web Development | • Baseball |
| • Teaching/Mentoring | | |