

# Jonathan Martin

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## SUMMARY

Dynamic and results-driven Software Developer with 6+ years of experience in implementing technology solutions for large-scale organizations. Proven expertise in ServiceNow implementations, workflow automation, and process modernization within federal government agencies. Adept at leading teams, conducting skills assessments, and delivering high-quality training programs. Committed to leveraging technology to improve operational efficiencies and enhance stakeholder satisfaction.

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## TECHNOLOGY

**Programming Languages:** JavaScript, Java, Python, C++, C, C#

**Markup Languages:** HTML, XML, CSS

**ServiceNow Applications:** Customer Service Management, IT Service Management, Application Portfolio Management, IT Business Management, HR Service Delivery, NOW Platform, Risk Management, Service Portal

**Cloud Service Providers:** Amazon Web Services, Azure, Google Cloud Platform

**Microsoft Office**

**GitHub**

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## EDUCATION

**Texas State University**

May '19

*San Marcos, TX*

- BACHELOR OF SCIENCE IN INDUSTRIAL ENGINEERING

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## CERTIFICATIONS

- Automated Test Framework (ATF) Fundamentals Micro-Certification
- Service Portal Fundamentals Micro-Certification
- ICAgile Certified Professional
- Certified System Administrator
- Certified Application Developer

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## EXPERIENCE

**Lead Senior Software Developer**

January '23 – Present

*NRS – ServiceNow*

- Lead a full development team across multiple Agile sprints to successfully deliver stakeholder requests, driving enhanced IT processes within a large Federal Agency.
- Spearheaded the implementation of a Customer Service Management (CSM) solution, significantly expanding the existing IT processes to improve service delivery and operational efficiency.
- Developed a PDF generation tool for invoicing and cost recovery, facilitating streamlined financial transactions and enhancing transparency.
- Led the team on a separate project to digitize operational processes, resulting in improved workflow and data management this resulted in contract renewals and more work sold within the company.
- Architected and implemented a comprehensive end-to-end cost recovery process encompassing request submissions, invoicing, payments, and fund allocation, utilizing a custom scoped application integrated with Proven Optics.
- Received positive feedback from stakeholders and government officials for the cost recovery application, which is projected to save the government millions annually by connecting requests directly to invoicing.

- Actively involved in onboarding and training new hires and junior developers, fostering a collaborative and knowledgeable team environment.
- Participated in interviewing and assessing potential candidates to strengthen the development team.
- Expertly designed and developed complex ServiceNow applications by leveraging advanced scripting techniques in JavaScript and HTML, enabling the automation of intricate business processes and delivering tailored solutions that meet specific client requirements.
- Utilized strong analytical skills and in-depth knowledge of JavaScript and HTML to troubleshoot and optimize existing code, enhancing application performance and ensuring seamless user experiences across various ServiceNow modules.

### **Lead Business Analyst**

February '23 – May '23

#### *AFS – ServiceNow*

- Led cross-functional teams in the successful implementation of ServiceNow solutions, ensuring alignment with business requirements and delivering projects on time and within budget.
- Conducted comprehensive stakeholder interviews and workshops to gather and analyze requirements, translating business needs into detailed functional specifications for ServiceNow applications.
- Facilitated process mapping sessions and designed workflows to optimize service delivery, resulting in improved operational efficiencies and enhanced end-user satisfaction.
- Developed and maintained project documentation, including use cases, user stories, and process flows, to ensure clear communication and understanding among project stakeholders.
- Implemented data-driven decision-making by utilizing ServiceNow reporting and analytics tools to identify trends, monitor performance metrics, and drive continuous improvement initiatives.
- Trained and mentored junior analysts and developers on best practices in ServiceNow configuration and development, fostering a culture of knowledge sharing and professional growth within the team.

### **Senior Software Developer**

April '20 – February '23

#### *AFS – ServiceNow*

- Spearheaded the development and deployment of a comprehensive ServiceNow implementation, enhancing operational efficiency for a global workforce of 70,000 employees and 280,000 volunteers across 2,400 locations.
- Conducted one-on-one skills interviews for over 20 developers (CL 11-13) to assess capabilities and align training needs.
- Served as the development tower lead, facilitating an 18-day bootcamp aimed at onboarding new developers and enhancing their technical skills.
- Developed a proof of concept (POC) for a Safety and Occupational Health Self-Inspection process, showcasing innovative solutions to improve workplace safety.
- Designed and implemented custom workflows to optimize internal processes and enhance service delivery within the agency.
- Executed a technology modernization effort, transitioning from a legacy system to a ServiceNow-focused ecosystem, facilitating digitized workflows and enhancing operational efficiencies for a global federal agency.
- Designed and implemented SAML-based Single Sign-On (SSO) solutions, enabling secure and seamless authentication across multiple cloud and web-based applications, enhancing user experience and operational efficiency.
- Engineered enhancements to the custom service portal, supporting over 100,000 end users annually, and integrated SOAP protocols for secure electronic fund collection.
- Reengineered a flat record payment structure into a hierarchical model, resulting in improved integration efficiency, enhanced reporting capabilities, and increased transaction visibility.

### **Business Analyst/Tester**

October '19 – April '20

#### *AFS – ServiceNow*

- Configured client-specific ServiceNow instances, including delegation of groups and modifications to the Customer Service Management application, workflows, and business rules.

- Utilized Active Directory and LDAP to support and streamline user access management, enabling secure and efficient authentication and authorization for organizational network resources.
- Employed Agile/Scrum methodologies to define user stories, conduct user studies, and enhance the client's ServiceNow system.
- Designed wireframes and graphic assets for improved user experience and functionality.
- Led quality management reviews, ensuring all business and design requirements were met.
- Conducted comprehensive bootcamp training, demonstrating proficiency in client scripts, business rules, reporting, and REST integration.

## **ENGINEERING SENIOR DESIGN INTERN**

January '19 – May '19

### *Project Management - HEB*

- Orchestrated Arena simulation projects to optimize loading/unloading operations using production plans, resource loading strategies, and critical path analysis.
- Developed data analytics tools using Python and Excel to track waste, ergonomics, and labor productivity metrics.
- Established clear business outcomes and created a high-quality success plan, defining objectives, stakeholders, milestones, risks, and performance metrics.
- Facilitated effective communication among team members regarding scope changes and project variances, ensuring project completion.