**Jonathan Martin**

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512-787-9409

# Summary

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| Skilled developer with over 4 years of experience configuring, architecting, and supporting ServiceNow implementations for large Federal Government client ServiceNow Implementations. Experience includes Custom Application creation, Customer Service Management, and IT Service Management deployments, ServiceNow 3rd Party Integrations, and Advanced Scripting solutions. |

# 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**

# Education

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| Texas State University San Marcos, TX   * BACHELOR OF SCIENCE IN INDUSTRIAL ENGINEERING * Major GPA – 3.5 | May ‘19 |
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# Certifications

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

# Experience

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| Lead Senior Software Developer | January ‘23 – Present |

AFS – ServiceNow - IRS

* Developed and deployed a brand new ServiceNow implementation that is used globally by 70,000 employees, 280,000 volunteers at over 2,400 operating locations
* Implemented process technology modernization effort replacing current legacy ecosystem with a ServiceNow focused ecosystem to drive digitized forms, supporting documentation housing, and workflow automation for a large Global Federal Government Agency.
* Conducted one-on-one skills interviews for over 20 developers CL 11-13
* Dev tower lead and trained/facilitated an 18 day bootcamp for all new developers
* Developed a POC for a Safety and Occupational Health Self-Inspection process
* Designed and implemented custom workflows to improve processes within the agency
* Tackled stories related to the custom service portal used by the client as well as over a 100,000 end users per year
* Integrated SOAP protocols to connect the agencies with a secure government-wide portal for collection funds electronically
* Reengineered and implemented a flat record payment structure into a hierarchical model which resulted in the following
  + More efficient SOAP integration
  + More reporting capabilities
  + Better visibility into transactions

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| Lead Business Analyst | February ‘23 – May ‘23 |

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| --- | --- |
| Senior Software Developer | April ‘20 – February ‘23 |

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| Business Analyst/Tester | October ‘19 – April ‘20 |

AFS – ServiceNow - DOC

* Configure client ServiceNow instance including the delegation of groups, modification of Customer Service Management application, workflow, business rules, UI actions, UI policies, ACLs, dictionary, catalog items and updates of all other existing solutions requiring revisions
* Utilize Agile/Scrum methodology to define User Stories, conduct User Studies, and develop client ServiceNow system
* Design and create wireframes and graphic assets
* Assist in quality management reviews and ensures that all business and design requirements are met
* Lead requirements development of customized components
* Bootcamp
  + Implemented a new Table and populated records via manual input, XML import and data map.
  + Proved competence by completing task qualifications for client scripts, business rules, reporting, knowledge, ACLs, notifications, script includes, automated testing and REST integration.

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| ENGINEERING SENIOR DESIGN INTERN | January ‘19 – May ‘19 |

Project Management - HEB

* Planned and led Arena simulation efforts to determine improved methods of existing loading/unloading operations using production plans, resource loading plans, critical path methodologies and regression analysis
* Developed pivot tables using Python and Excel to monitor waste, ergonomics, and labor productivity / OEE metrics
* Clearly defined HEB business outcomes and built a high quality “success plan” inclusive of customer objectives, stakeholders, milestones, risks and metrics needed to achieve them
* Ensured completion of project by communicating to team members of any scope changes, variances, and contractual claims