

# Justin Yun

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## WORK EXPERIENCE

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### Travelport

July 2020 - Jan 2025

Software Developer Engineer II

Englewood, CO

- Managed the end-to-end process of designing, developing, and testing ServiceNow forms to enhance functionality and user experience.
- Conducted in-depth analysis of ServiceNow approval workflows, identifying and resolving process bottlenecks to enhance system performance.
- Refactored ServiceNow form configurations, simplifying workflows and improving system maintainability.
- Performed end-to-end ServiceNow API testing using Postman, validating data integrity, error handling, and performance under various conditions.
- Led the development of a unified testing framework and implemented a GitHub branching model, enhancing code quality and productivity.
- Developed load-injection simulators using Visual C++ MFC, improving in-house software performance.
- Built applications using Java Spring Boot and GraphQL, leveraging GraphQL's query efficiency to reduce backend response times by 20%.
- Achieved a 78% reduction in technical debt, significantly enhancing the maintainability and scalability of the codebase.
- Spearheaded the migration from TFS to GitHub, establishing a CI/CD pipeline using GitHub Actions, which accelerated development and deployment processes.
- Developed an automated build and deployment workflow for internal tools, minimizing manual errors and streamlining the development process.
- Skilled at collaborating with Agile teams in SAFe environments, ensuring seamless project execution and delivery.

### Travelport

May 2019 – August 2019

Software Developer Engineer Intern

Englewood, CO

- Enhanced web portals for automated test scheduling and results using ASP Classic, HTML, and CSS, reducing log loading times by 70%.
- Optimized automation testing by creating a C++ function to modify XML files, resulting in an 80% decrease in test execution time.
- Improved the user interface of legacy systems with Bootstrap, significantly enhancing the user experience.

## EDUCATION

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### University of Colorado Boulder

May 2020

Bachelors of Arts and Science in Computer Science

Boulder, CO

## CERTIFICATIONS

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- SAFe 5 Practitioner, SAFe 5 DevOps Practitioner, ServiceNow Fundamentals

## TECHNICAL SKILLS

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- Languages: Java, JavaScript, Python, HTML/CSS, C++, SQL
- Frameworks and Libraries: Spring, Node.JS, Express, React, NextJS
- Tools: Git, GitHub Actions, CI/CD, JIRA, Zephyr, ServiceNow (ITSM/CSM), Katalon Studio