

# LEVON HILL

Full Stack Developer | ServiceNow Developer | IT Engineer

## LEVON HILL

Youngstown, OH 44515 - (330) 610-3911 - LevonHill.dev - GitHub: [github.com/LevonHill](https://github.com/LevonHill) - LinkedIn: [linkedin.com/in/levon-hill-ba86361a2/](https://linkedin.com/in/levon-hill-ba86361a2/)

ServiceNow Developer | IT Automation Engineer | Full Stack Developer

## PROFESSIONAL SUMMARY

Resourceful and highly driven Full Stack Developer with 3+ years of professional IT experience, specializing in building responsive front-end interfaces and developing automation solutions within the ServiceNow platform. Strong foundation in JavaScript, HTML, CSS, and hands-on experience with UI/UX design, troubleshooting, and internal tool development. Demonstrated ability to transition from support roles to developer responsibilities, delivering scalable web applications and business solutions that drive efficiency.

## TECHNICAL SKILLS

Languages: JavaScript (ES6+), HTML5, CSS3, Node.js

Frontend: Responsive Design, DOM Manipulation, AOS Animations, Custom CSS Frameworks

Backend (Learning): Express.js, MongoDB

Tools: GitHub, VS Code, Figma, Formspree, Font Awesome

Platforms: ServiceNow (Admin + Development), Active Directory, Office 365

Other: Technical Troubleshooting, Remote Support, Networking, Ticketing Systems (ServiceNow, Zendesk)

## PROFESSIONAL EXPERIENCE

Technical Support Specialist Tier 2 - Zekelman Industries - Wheatland, PA (09/2022 - Present)

- Designed and deployed ServiceNow custom widgets and UI policies to automate internal processes.

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- Automated complex workflows in ServiceNow using Flow Designer, Business Rules, and Script Includes.
- Engineered ServiceNow Service Portal experiences using AngularJS, Glide scripting, and scoped apps.
- Developed and hosted a portfolio showcasing real-world development projects.
- Resolved complex Tier 2 support issues, improving ticket closure rate by 30%.
- Provided expert remote support for O365, Active Directory, VPN, and hardware/software diagnostics.

IT Support Intern - Youngstown State University - Youngstown, OH (2020 - 2021)

- Provided software and hardware support to faculty and students.
- Documented troubleshooting procedures for internal use.
- Assisted in managing user accounts and group policies via Active Directory.

## EDUCATION

Bachelor of Science - Information Technology, Youngstown State University - Dec 2021

## PROJECTS & PORTFOLIO

Live Portfolio: [LevonHill.dev](https://levonhill.dev)

- Built from scratch using HTML, CSS, and JavaScript
- Fully responsive with AOS animations
- Interactive project cards and Formspree-enabled contact form
- Includes internal tools built for Zekelman Industries