

Matthew Kramer

SERVICENOW DEVELOPER

Wilmington, DE | 302.476.0430 | Matthew123003@gmail.com | LinkedIn: [/matthewkramer1230](#)
| GitHub: [/Matthew123003](#) | Portfolio: [/Matthew123003/Portfolio](#)

Skills & abilities

- **Programming Languages, Principles and Frameworks:**
Java | JDK | J2SE | JPA | JDBC | Spring | Spring Boot | Hibernate | Python | JavaScript | JSON | AJAX | Node.js | React.js | React Native | Object Oriented Programing | Object Oriented Design
- **Testing, Tools, Databases:**
JUnit | Mockito | Jasmine | Jest | Maven | Kafka | Git (Version Control System) | MySQL | SQL Workbench | SQL Server | Postman | IntelliJ IDEA | VS Code | Android Studio | Vercel
- **Web and Software Development:**
HTML | CSS | Tailwind CSS | SASS | Bootstrap | SVG | D3.js | jQuery | Expo | Docker | JWTAuth | Rest APIs | JSON Server | Content Delivery Networks (CDNs) | Shell Scripting | Agile | Figma | Network+ | A+
- **ServiceNow:**
ServiceNow Platform Development | JavaScript (Server & Client) | Flow Designer | Business Rules | Script Includes | UI Policies | Client Scripts | Glide APIs | REST Integrations | Data Imports & Transform Maps | CMDB | ITSM (Incident, Change, Request) | Form Configuration | ACLs | System Properties | Agile | CSA | CAD | CIS-Discovery (In Progress) | CIS-ITSM (In Progress)

Certifications

ServiceNow University **June 2025 – Present**
ServiceNow Certified System Administrator
ServiceNow Certified Application Developer
ServiceNow Certified Implementation Specialist - Data Foundations (in progress)
ServiceNow Certified Implementation Specialist - ITSM (IT Service Management, in progress)

FreeCodeCamp | www.freecodecamp.org **June 2024 – Present**
(300 HOURS) (JavaScript | JSON | AJAX | APIs | HTML | CSS) Advanced JavaScript Certification
(300 HOURS) (JavaScript | JSON) Legacy JavaScript Certification
(300 HOURS) (Python) Python Certification
(300 HOURS) (HTML | CSS) Responsive Web Design Certification
(300 HOURS) (D3.js | SVG | JSON | AJAX | APIs) Data Visualization Certification

ZipCode Wilmington | Wilmington, DE **Jan 2024 – May 2024**
(1200+ HOURS) (Java) Full Stack Java Software Developer Certification

Education

Delaware Technical and Community College, AAS Engineering **Jan 2008 – Aug 2011**
Major: Electronics/Computer Engineering | 60 Hours

Community College of the Air Force, AAS Avionics Systems Technology **July 2003 – July 2007**
Major: Avionics Systems Technology | 50 Hours

Experience

Mission AI Consulting**June 2025 – Present**

ServiceNow Developer

- Designed and developed secure, scalable applications and workflow automations on the ServiceNow platform using JavaScript, Flow Designer, and platform APIs; implemented data imports, custom scripting (Business Rules, Script Includes), and administrative configurations in an Agile environment.

Projects:

- **Holman Enterprises:** Implemented a wide range of enhancements and defect fixes across the ServiceNow platform, including form customizations, data validation improvements, workflow logic updates, and access request modifications; leveraged Business Rules, UI policies, and configuration changes to enhance data integrity, enforce process standards, and optimize ITSM, Procurement, and Facilities workflows.

Zip Code Wilmington | Wilmington, DE**Jan 2024 – May 2024**

Junior Software Developer

- Admitted into Zip Code Wilmington's highly competitive software development program accepting less than 9% of applicants; completed over 1200 hours of software development projects in an immersive, full-stack training program using Agile and Scrum methodologies and test-driven development; gained experience with multiple object-oriented programming languages and frameworks.

Projects:

- **Portfolio:** Built using Next.js, Tailwind CSS, and Framer Motion. Shows all coursework, all projects, and all GitHub repositories utilizing all my above listed skills. [[Portfolio Link](#)]
- **Morgan Bank:** Built with MySQL, Java, Spring, and React. This is a full stack banking application covering all aspects of banking. [[Morgan Bank](#)]
- **WorkTrack:** Built using MySQL, Java, Spring, React Native, Expo, and Android Studio. This application tracks all job applications from first application to interview. [[WorkTrack](#)]

United States Air Force | Panama City, FL**Jul 2003 – Jul 2007**

F-15 C/D Flight Line Avionics Journeyman

- Honored with multiple awards and recognition during tenure as an Avionics Journeyman in the United States Air Force, demonstrating commitment to excellence and collaborative teamwork in maintaining F-15 C/D Eagle fighter aircraft avionics systems