

Jeremy Johnsonwall

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EDUCATION

Master of Science in Computer Science | Clemson University

In-Progress

- Emphasis in Statistical Computing and Artificial Intelligence (in-major GPA: 4.0)

Bachelor of Science in Computer Information Systems | Clemson University

June 2022 - May 2025

- Minor in Artificial Intelligence (in-major GPA: 3.76)
 - Applied Data Science, Machine Learning, Cloud Computing, Database Systems
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TECHNICAL SKILLS & CERTIFICATIONS

Software Knowledge: Python, SQL, R, Java, C++, C, MySQL, RESTful API, ASP.NET, React, Blazor, JavaScript,

Platforms: AWS Bedrock, AWS Amplify, AWS EC2, AWS Lambda, Microsoft Azure, ServiceNow, Cherwell Service Management, Splunk, Apple School Manager/JAMF

Certifications: ServiceNow Certified System Administrator (Jul. 2025), Google Cloud Data Analytics Certificate (Jul. 2024), Google IT Support Specialization (Jan. 2024), CompTIA A+ (Jan. 2024), Eagle Scout (May 2022)

Currently Pursuing: AWS Solutions Architect – Associate

SOFTWARE PROJECTS

AWS Senior Capstone Project in Partnership with Clemson University

Spring 2025

- Built a GenAI chatbot using Amazon Bedrock to support Clemson Palmetto Supercomputer users.
- Designed a serverless architecture with Lambda, API Gateway, S3, EventBridge, and Aurora.
- Created Knowledge Bases and Bedrock Flows using Nova Pro and Titan Embeddings.
- Integrated with Mattermost via webhook for real-time question handling and response.

TigerTix - Ticketing Web Application using Agile Framework

Fall 2024

- Responsible for designing and implementing MySQL table schemas to efficiently store user and event data.
 - Primary API developer tasked with building and optimizing asynchronous REST API endpoints using ASP.NET.
 - Designed and deployed a microservices architecture using separate containers to enhance modularity.
 - Configured and managed Microsoft Azure services to ensure high performance and reliability of the application.
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PROFESSIONAL EXPERIENCE

LPL Financial

June 2025 – Current

ServiceNow Intern – Technology & Infrastructure

- Completed **50+** separate ServiceNow catalog updates, including processing 6 work intake requests, creating 4 new items, modifying 18, and deactivating 10 outdated entries to enhance platform functionality and efficiency.
- Supported the **ServiceNow Yokohama upgrade** and built custom reports and dashboards for multiple teams, enabling data-driven decision-making across business units.
- Passed the **ServiceNow Certified System Administrator** exam and cultivated cross-functional relationships to align IT initiatives with broader organizational goals.

CCIT (ccit.clemson.edu): Clemson University Computing and Information Technology

June 2022 – May 2025

Student IT Consultant – Executive Support and Division of Student Affairs

- Delivered comprehensive IT support across 150 departments for 1,500 employees, resolving **500+ tickets**, deploying hardware, automating setups, and optimizing systems for performance, security, and user satisfaction.
- Led large-scale device deployments and surplus preparation, including scripting for **1,000 devices**, automating printer integration for **250 laptops**, and coordinating logistics for HR and Payroll transitions with minimal disruption.