

Nikki Johnson

Application Engineer



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EDUCATION

2023 UNM CE – Front End Coding

2024 ServiceNow Micro Certifications

- Service Portal
- Welcome to ServiceNow
- Application DEV Core Skills
- Citizen Dev App Creator
- Citizen Dev Core /Advanced Skills
- Citizen Dev Process Creator

SKILLS

- Cross-platform application development
- User interface design
- Agile development/Application development
- Communication
- JavaScript/CSS/HTML5
- Problem solving
- Testing/Debugging
- ServiceNow

WORK EXPERIENCE

December 2023 - Present

Application Engineer | ECS Federal Solutions

- Configured and customized ServiceNow applications within Strategic Portfolio Management (SPM).
- Developed SPM Portal, incorporating HTML, JavaScript, and CSS for optimal performance.
- Provided comprehensive documentation to support SPM processes and implementations.
- Collaborated with Platform Engineers and admins to migrate work from DEV to Production.
- Participated in Agile methodology processes, ensuring seamless ServiceNow solution development.

July 2022 - December 2023

Enterprise Trainer II | ECS Federal Solutions

- Promoted to Trainer II within 4 months for exceptional performance.
- Trained staff for ServiceNow rollout and maintained training materials in Confluence.
- Conducted workshops to improve proficiency in ServiceNow among team members.

February 2022 - July 2022

Help Desk Specialist II | ECS Federal Solutions

- Provided remote support for complex hardware and software issues, achieving high SLA compliance.
- Enhanced knowledgebase with up-to-date ServiceNow content.