JOHNNY SHARP

PROFESSIONAL SUMMARY

Senior developer specializing in ITSM / ServiceNow in addition to automation of acceptance tests seeking an opportunity to provide maximum value to customers, contribute to high quality deliverables, and continue growing as a craftsman. Experienced in JavaScript and Ruby/Cucumber automated test suite development. Has a fundamental understanding of object oriented development, with extensive academic exposure to Java and C#. Collaborative technologist with a passion for solving complex problems and an ability to pick up new technologies quickly.

TECHNICAL SKILLS

Tools/Misc.:   ServiceNow, Postman, SoapUI, jQuery, Cucumber, PageObject, ActiveRecord, FactoryGirl, Visual Studio, SQL Server, AngularJS

Languages: JavaScript, HTML, SCSS/Sass, CSS, Ruby, Gherkin, SQL, C, C++, Java, C#

PROFESSIONAL EXPERIENCE

Advizex   **06/2018 - Present**
ServiceNow Delivery Consultant

- Lead and developed for multiple ServiceNow maintenance / retainer contracts.
- Primary line of support for Service Portal-related concerns and solutions for the team.
- Recommend and deliver solutions that meet customers' needs and ensure the solutions when implemented meet the functional and technical requirements of the customer.
- Use knowledge of technology, products, processes, industry expertise, and consultative skills to assess, recommend, educate, implement, and support customers on the value of the ServiceNow platform and driving the sale, implementation, and expansion of the ServiceNow platform.
- Design / Architect a solution, owning transition activity and documentation; develop appropriately following ServiceNow Best Practices; train, enable and/or educate the client on the solution; provide post go-live support.

CareWorks Tech   **08/2015 - 06/2018**
ServiceNow Technical Consultant

- Lead and developed for multiple maintenance / retainer contracts for the ESM line of business.
- Primary line of support for Service Portal-related concerns and solutions for the team.
- Developed custom applications per customer needs such as: an Excel-style variable manager for the Service Catalog, a CMDB staging table for approval management, and others.
- Participated in multiple implementations of core ITSM applications (Incident, Problem, Change, etc.) in addition to SDLC (now Agile), LDAP/AD, SSO (OKTA), and Service Portal.
- Participated in several integrations with third-party products including Mobi, Altiris, Casper, and other ITSM platforms.
- Developed and implemented multiple ITSM end-user portals (to submit issues, request products, etc.).
- Assisted in unifying multiple government agencies into a single instance in a successful effort to save the agencies ~15k each annually.

CareWorks Tech   **02/2015 - 08/2015**
Software Specialist II

- Created a Cucumber regression test suite for a web-based reporting application for York Risk Services. Dealt with asynchronous page behavior while keeping test runs as short as possible. Wrote

Gherkin scenarios; implemented steps and page classes. Technologies used: Ruby 2.0, Cucumber, page-object, watir-webdriver.
- Created a Cucumber test suite for a greenfield, highly dynamic, single-page .NET web application for CareWorks MCO. Wrote Gherkin scenarios; implemented steps, hooks, and page classes; utilized ActiveRecord with FactoryGirl to create and clean up test data fixtures and verify application behavior in SQL Server; identified defects in the application. Technologies used: Ruby 2.0, Cucumber, page-object, watir-webdriver, ActiveRecord, FactoryGirl, DatabaseCleaner, activerecord-sqlserver-adapter.
- Graduate of CWT's Test Engineering Specialist Program which comprised training in Ruby/Cucumber, writing elegant Gherkin features, screen abstraction through the page object pattern, data management through ActiveRecord and Factory Girl, general testing strategy, and agile development. Contributed to a number of live or production-bound, internally managed client solutions.

Reynolds and Reynolds   2012 - 2014
Software Developer

- Kept programs up to date with coding standards
- Redesigned existing programs to take advantage of new layouts and features
- Debugged/tested and maintained existing programs
- Environment: SQL, COBOL, C#, SQL Server Management Studio, Visual Studio

Ohio Northern University IT Help Desk   2010 – 2012
Analyst

- Assessed and removed viruses/malicious software from computers.
- Installed and upgraded existing operating systems.
- Troubleshot and solved computer issues including hard drive failures/backups/restores.
- Oversaw and trained other student employees.
- Provided optimal customer service to students in need of computer troubleshooting.
- Assisted in connecting students to other campus constituencies as appropriate.

Polaris Magazine   2010 – 2012
Front end Developer

- Administered and update site content.
- Developed lay out and flow of web site.
- Environment: HTML, JavaScript, jQuery, CSS

EDUCATION

Bachelor of Science, Computer Science, Ohio Northern University

TRAINING & CERTIFICATIONS

ServiceNow Certified Implementation Specialist for ITSM (CIS-ITSM)   06/2016
ServiceNow Certified System Administrator (CSA)   10/2015
ServiceNow Scripting   11/2015