Shivam Dadhania

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Software Developer   GitHub: https://github.com/ShivDadh1

Reliable and detail oriented software developer with experience creating enterprise level software solutions. Skilled in developing and contributing to all phases of the software development life cycle and working with versatile teams. I am eager to join a dynamic team where I can create innovative and efficient solutions that will make a positive impact on others.

PROFESSIONAL EXPERIENCE

UST - DIGITAL TRANSFORMATION SOLUTIONS COMPANY   **Aliso Viejo, CA**
Developer I - Enterprise Solutions   **April 2023- February 2024**

- Developed software using the ServiceNow platform for a major health insurance company
- Produced over 15 enhancements for automating business processes
- Conducted business requirement and user acceptance testing meetings with stakeholders
- Created catalog items, workflows, reporting modules, and other ServiceNow platform components
- Addressed over 200 incident, task, problem, and change request tickets
- Wrote JavaScript scripts for business rules, catalog scripts, and UI policies for custom service catalog user interfaces
- Developed over 50 automated test framework tests to verify the functionality of platform components after upgrades
- Transferred over 30 update sets between development, test, and production environments
- Developed ServiceNow request for proposals and proof of concepts to expand additional functionality to the ServiceNow platform
- Monitored service level agreements (SLA) with 0 breached SLA's as a member of a ServiceNow Support Team.

CERTIFICATIONS

- ServiceNow Certified System Administrator
- ServiceNow Certified Implementation Specialist - Cloud Provisioning and Governance
- 5+ Micro-certifications including: Virtual Agent, Flow Designer, Performance Analytics, Automated Test Framework

SKILLS

- Programming Languages: Java, Python, Arduino, C++, Unity, HTML, CSS, JavaScript, MySQL, GIT
- Platforms: Windows, Linux
- ServiceNow: Incident Management, Configuration Management Database (CMDB), Service Catalog, Reporting and Analytics, Automated Test Framework
- Soft Skills: Effective Communicator, Strong Problem Solver, Advanced Analytical Skills

PROJECTS

Pomona Transit System
- Developed a transit system program in Java using a command line interface to enter and find information on bus drivers, destinations, schedules, and dates.
- Programmed SQL queries to enter, update, and delete information and retrieve data from databases as requested.

Social Computing Dataset Analysis Program
- Created a program using Python to scan and understand information from Facebook and Twitter statistics and perform graphical data analysis.
- Performed big data statistical analysis such as betweenness centrality, degree centrality, closeness centrality, and standard deviations among other measures to observe and predict big data trends.

EDUCATION

CALIFORNIA STATE POLYTECHNIC UNIVERSITY, POMONA   **Pomona, CA**
BACHELOR OF SCIENCE IN COMPUTER SCIENCE