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|  | S K I L L S  // PROFESSIONAL  Tele-Communication  - Zoom, Teams, Discord  Sprint Management  Time Management  Agile  Scrum  // TECHNICAL  HTML  CSS  Javascript  SQL  REST  SOAP / XML  Angular / Angular JS   |  | | --- | |  | |  |   E D U C A T I O N  Computer Science, B.S.  University of California,  San Diego  Graduated 2016   |  | | --- | |  | |  |   Certifications  Certified ScrumMaster (CSM)  Scrum Alliance | December 2020   |  | | --- | |  | |  |   Projects  Personal Website  [tempest-blue.github.io/TienVo/](https://tempest-blue.github.io/TienVo/) |  |  | W O R K E X P E R I E N C E  Core Tools Engineer  loanDepot | 2019 - Present  Development lead for the ServiceNow platform. Responsible for the architecture and implementation of our custom Service Portal mello assist, designing and updating requested item workflows to be scalable for current and future automation, as well as developing flexible and customizable integrations with our business partners and IT operations teams saving the company money over buying pre-built integrations / subscriptions.   * Collaborated with our HRIS team integrating Workday to sync user info, locations, and automate the onboarding and termination process. * Developed custom template functionality for our service portal significantly accelerating our QA process. * Created subflows that standardize and log our automations that require using mid servers through the ECC queue. * Created custom scripted REST APIs designed for ease of use for our application support team and third party vendors. * Created multiple quality of life enhancements - Ex - Copy / paste functionality on selected cells in a list view. * Created notifications that monitor the health of automation operations. * Coached and taught junior team members on best practices, architectural decisions, and writing efficient code. Utilized pair programming and performed code review. * Tracked and organized requested items, gathered requirements, prioritized and scheduled resources, and managed workload of contractors and junior members.   Software Engineer  Wolin Design Group | 2017 - 2019  Front end development lead for flagship product Davinci Unified.   * Architected design of new web app for company’s legacy product from scratch using Angular, Typescript, and Kendo UI. * After developing all foundational UI elements, transitioned to back-end development of our REST API server (Java). * Developed multiple integrations with third party API’s / EDI’s - Shopify, Ebay, Walmart, Amazon, UPS, FedEx, USPS * Managed and delegated front-end development work to an intern and two contractors. Performed code review of work.  |  | | --- | |  | |  | | | | |  |