

Jared Machado

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Value Proposition

I architect ServiceNow solutions that transform manual processes into automated, scalable workflows. Expert in **maximizing Platform ROI** by **reducing operational costs** through complex API integrations and custom application development.

Certifications

ServiceNow Certified Application Developer

ServiceNow Certified System Administrator

Micro Certification - Integration Hub

Micro Certification - Flow Designer

Education

Ap- **100 DEVS** ▾, Full Stack Web Development
prentice-
ship

CA, USA
Jan 2022 – Jan 2023

Experience

Blueshift Interactive ▾, ServiceNow Developer

Apopka, FL, USA
Feb 2024 – present

- Engineering a cross-platform data exchange (SOAP) custom app between ServiceNow and IBM Maximo to streamline the work order process to bypass fire alarms for a fortune50 entertainment company, **saving \$600K+ annually** in guest evacuations and emergency response costs.
- Led the ground-up transition of banking operations into a unified ITSM framework, translating complex manual workflows into automated Flow Designer logic that reduced Mean Time to Resolution (MTTR) and enhanced stakeholder visibility.
- Performance Analytics:** Identified a **10%** quarter by quarter increase in asset utilization via custom dashboards
- HR Service Delivery:** Architected a custom core HRSD module with SQL integration, **reducing enterprise licensing** expenditures.
- UI/UX Design:** Customized Service Operations Workspace to reduce "Time-to-Locate" for help desk users via role-specific dashboards.
- Platform Integrity:** Resolved Level 3 application incidents and performed routine maintenance, including instance cloning and update set management.

Projects

Polymarket Trading Bot

Jan 2026 – present

A Polymarket trading bot that executes trades based on market arbitrage using the Polymarket python SKD and webhooks for real time data processing and trade execution.

DALLE 2 Text to Image Generation ▾

May 2022

A web application that utilizes OpenAI's DALL·E 2 API to generate images from user-provided text prompts.

Skills

Programming: Proficient with Python, JavaScript, and Git

Languages: English (fluent), Spanish (native)

Extracurricular Activities

- Soccer, Drumming, Video Games, Vibecoding.