ZACH MARTIM

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EDUCATION

UNIVERSITY OF UTAH- KAHLERT SCHOOL OF COMPUTING   SLC, UT
Bachelor of Science, Computer Science   *August 2022 – April 2026*
- **Relevant Coursework:** Algorithms, Data Structures & Algorithms, Database Systems, Computer Architecture, Digital Image Processing, Physics I, Statistics for Engineers
- **Clubs:** Technical Coding Club, Cyber Security Club, Portuguese Student Club

BRIGHAM YOUNG UNIVERSITY   Provo, UT
Bachelor of Science, Computer Science   *August 2021 – April 2022*
- **Relevant Coursework:** Calculus I, II; Computer Systems.

EXPERIENCE

SERVICENOW, UNIVERSITY OF UTAH   SLC, UT
Student Software Developer/Engineer   *December 2022 – Present*
- Engineered custom workflows, forms, and modules within the ServiceNow platform, enhancing system functionality and user experience while working on a team of 15+ developers.
- Developed and maintained ServiceNow applications, utilizing JavaScript and HTML to optimize performance and ensure system reliability.
- Resolved 20+ system bugs within the University of Utah's IT infrastructure, ensuring uninterrupted functionality of critical systems and improving overall system uptime.

BEST BUY   SLC, UT
Sales Associate - Seasonal   *August 2022 – December 2022*
- Drove sales targets by 8% by promoting the Total Tech membership and Best Buy credit card, resulting in increased product sales and store performance.
- Analyzed sales trends and inventory levels, contributing to optimized stock management and improved product placement efficiency.
- Advised over 50 customers daily in selecting and purchasing electronics, providing informed recommendations and troubleshooting, leading to an increase in customer satisfaction

WALMART   South Jordan, UT
Retail Stock Clerk   *February 2021- May 2021*
- Organized and stocked inventory while working with 10+ associates, ensuring 100% accuracy in product placement.
- Designed and maintained promotional displays, contributing to a 15% increase in featured product sales.
- Processed 500+ units of inventory per shift, improving backroom efficiency.

SKILLS
- **Technical Tools:** ServiceNow, Excel (Pivot Tables, VLOOKUP), AWS, C, C#, C++, SQL, Python, Java, JavaScript, Qt, Maui, CSS, HTML, .NET, Linux, Docker, Ubuntu
- **Languages:** English (fluent), Portuguese (conversational).

PROJECTS & ADDITIONAL EXPERIENCE

PC Builder Simulator | University of Utah
- Developed the backend of a PC Builder Simulator using the Box2D physics library, enabling users to research and select PC components within a set budget while receiving detailed specifications and price comparisons.

Automated Task Generation | ServiceNow
- Developed a script in ServiceNow to automate task creation for catalog items, generating new tasks at user-defined intervals after each iteration.

Client Server Chatbot | University of Utah
- Designed and implemented the GUI, configured the server for localhost access, and established client-server communication to relay messages between clients