

Carlos Green

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*****Technical Skills*****

Strongly experienced in front-end / full-stack Software Engineering.

Javascript, HTML5, CSS3, MongoDB, ExpressJS, ReactJS, NodeJS, Git, Unix/Linux, Vim, MySQL, Algorithms, Data Structures, and testing frameworks. Object oriented programming / design (OOP/D), model-view-controller architecture (MVC), and software as a service (SaaS).

Job Experience

Position: Senior Technical Support Engineer UX

November 2020 to current

<https://servicenow.com>

- Provide technical support for customers on the ServiceNow platform.
- Solved Ticketing and System issues for ServiceNow customers.
- Contributed Knowledge Articles for the ServiceNow platform to help diagnose and quickly resolve common use cases.

Environment: ServiceNow Platform, Seismic UI, JavaScript/ES5/Mozilla Rhino, HTML, CSS, XML, Jelly, MySQL, ReactJS, GraphQL/REST, AngularJS, AJAX, JSON, Java

Education - Arizona State University 2012 - 2016 (No Degree)

- Pursued a Bachelors in Biology for a career in Pre-Medicine.
- Gateway Community College, Phoenix AZ (2016 - 2017).

Personal Achievement

<https://meetup.com/Free-Code-Camp-SF/events>

- Host in-person meetups in Santa Clara for people passionate about software technology.
- Audit courses on computers, computing, algorithms, and data structures. Massachusetts Institute of Technology, Harvard via Coursera, Tim Roughgarden Stanford lectures, UC Davis algorithm design, and analysis.

References

Alexis Ortiz
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