

Carlos Green

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Professional Experience

Senior Software Engineer | ServiceNow | Santa Clara, CA | Nov 2020 - Current
carlos.green@servicenow.com

Developed in Javascript, HTML5 / HTML, CSS, and ReactJS programming languages to provide customer-specific UX experience. Engaged in advanced backend scripting and front end web service development while providing training among 3 separate teams.

- Won the Q1 2024 Llama Award for upping the issue resolution in my region from 15% to 17% globally combined with 28 other team members
- Achieved the highest issue resolution count in the history of the US West region during Q1 for any 3-month quarter
- Attained ServiceNow application developer and ServiceNow systems administrator since 2020
- Implemented features on ServiceNow's Conversational Interfaces chatbot that uses Natural Language Understanding / Artificial Intelligence topics to reduce incident case creation by up to 25%
- Completed debugging background - scripts to determine modified widgets to increase instance performance from 20+ seconds to 10+ seconds
- Expanded in ServiceNow's UI Builder which uses Seismic UI to render web components improving site speed and load time by 20%
- Earned over 42+ badges and 10+ certificates on <https://nowlearning.com>
- Eliminated 2% of issues on ServiceNow's mobile platform and column-level encryption to improve customer satisfaction
- Deployed, and configured front-end ui/ux features on ServiceNow's ITSM cloud platform through code reviews/testing while maintaining 100% code quality.

Software Engineer Full Stack | C0d3 | Santa Clara, CA | Dec 2019 - Oct 2020

Improved agile programming development best practices for unit testing/code reviews from 0% to 60% while developing websites, mobile applications, servers, back-end API development, and machine learning. Provided trained students through one-on-one leadership and mentored staff members on how to improve collaboration by 50%.

- Contributed 19% of the pull requests on Github to add the core coding algorithms and data structures
- Led the MongoDB backend for <https://learndatabases.dev> which increased the site's database capacity by 20%
- Conducted live in-person lectures about the product for students increasing retention rate by 35%
- Transformed the previous website and code base into more modern designs increasing site speed to under 3 seconds on average
- Refactored the test-driven development to resolve existing bugs in the codebase and improve existing code testability reducing technical debt by 3% to the existing codebase
- Reliability demonstrated by showing up every workday 100%
- Software Development for full-stack web applications for learning computer science as a platform website for people from non-traditional backgrounds transition into the tech field by roughly 25%.

Education

Biology, Arizona State University August 2012 - June 2016