

## 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).

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### **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

#### **Position: Jr Software Engineer**

**December 2019 to October 2020**

**<https://c0d3.com> | <https://learndatabases.dev>**

- Developed Full Stack web applications using ReactJS and Express/NodeJS
- Refactored previous website and code base into a more modern
- Focused on test driven development and troubleshoot existing bugs in codebase
- Used Kanban / Agile methodology with 2 week sprints for development
- I personally built out the MongoDB backend for [learndatabases.dev](https://learndatabases.dev) using express and EJS

**Environment:** Javascript, HTML5, CSS3, NodeJS, ExpressJS, ReactJS, GraphQL, SocketIO, Webpack, React Native, Apollo, TypeScript, SCSS

#### **Education - Arizona State University**

**August 2012 - June 2016 (No Degree)**

- Pursued a Bachelors in Biology for a career in Pre-Medicine.
- Gateway Community College, Phoenix AZ (2016 - 2017).
- Audit courses on computers, computing, algorithms, and data structures through Massachusetts Institute of Technology, Harvard via Coursera, Tim Roughgarden Stanford lectures, UC Davis algorithm design, and analysis.

#### **Personal Achievement**

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

- Host in-person meetups in Santa Clara for people passionate about software technology.

**References:** Available on request

Alexis Ortiz  
(858) 225 - 7702

Vidhi Shah  
(469) 344 - 6061