

Adam Botens

Greater Orlando • +1 910-578-1514 • asbotens@gmail.com • linkedin.com/in/adam-botens

ServiceNow Developer

Army Veteran, holding a BSc in Computer Science and a minor in math, along with CSA and ITIL certifications, seeks a challenging role within the ServiceNow ecosystem. Skilled at working both independently and in teams, thriving under pressure with standout leadership, quick technology adaptation, and exceptional problem-solving capabilities.

WORK EXPERIENCE

ServiceNow NextGen SkillBridge

02/2024 - Present

Extern • Internship

- Obtained the Certified System Administration Certificate (CSA) within one month of exposure to the ServiceNow platform.
- Configured and customized ServiceNow modules and applications Incident Manage and Change Management.
- Conducted data analysis and reporting using ServiceNow Performance Analytics and developed custom dashboards to provide insights into key performance indicators (KPIs) .
- Implemented IT Service Management (ITSM) best practices by defining and automating ITIL processes within ServiceNow, including Incident, Problem, and Change Management.
- Contributed to the ServiceNow community by sharing.

United States Army • USA

04/2006 - 05/2018

Mid-Management • Full-time

- Enhanced deployment efficiency of digital artillery systems, resulting in a 25% reduction in response time, ensuring timely and effective fire support for critical unit operations.
- Accomplished improved team performance by communicating clear expectations and achieving a 90% first-time success rate on certification tests through effective training and coaching, resulting in reduced retest costs and increased team confidence.
- Achieved 100% equipment accountability by implementing efficient scheduling and supervision of maintenance, ensuring the reliable operation of assets valued over \$3 million, and reducing downtime-related costs.

EDUCATION

Bachelor of Science in Computer Science

Austin Peay State University • Clarksville, TN, USA • GPA: 3.92

08/2019 - 12/2023

- Minored in Mathematics

CERTIFICATIONS

Google IT Support Specialization

12/2024 - Present

Coursera

ServiceNow Certified System Administrator

03/2024 - Present

ServiceNow

PROJECTS

PolitiPulse

08/2023 - 12/2023

Austin Peay State University

- Spearheaded a team project using Agile methodology to engineer a web-based platform for aggregating congressional data, integrating RESTful APIs and a Large Language Model to process and simplify legislative text efficiently.
- Authored critical project documentation, including the proposal, requirements specification, and system design, and effectively communicated project scope, milestones, and outcomes in presentations to stakeholders.
- Instrumental in architecting robust content storage and display solutions and designing a cohesive database structure, ensuring optimal data synchronization between frontend and backend systems.
- Achieved seamless data aggregation and intuitive user interface, showcasing successful integration of diverse technological components and enhancing user experience.

Stock Market Predictor

07/2023 - 08/2023

Personal

- Developed a program in Python and Jupyter Notebook for analyzing a company's stock history, identifying trends, and applying machine learning models to the collected data.
- Implemented an Object-Oriented Programming approach, facilitating experimentation with search variables and enabling easy future design expansion.
- Despite challenges in achieving consistent accuracy, identified opportunities for future enhancements and algorithm optimization.

Powerlifting Database

04/2023 - 05/2023

Austin Peay State University

- Developed a normalized relational database for powerlifting events, ensuring efficient data integrity and query performance.
- Crafted advanced SQL queries for robust performance analytics and event management insights.
- Designed data models to link athletes, records, and events, providing potential stakeholders real-time competition analytics.

SKILLS

- | | | |
|------------------------------|-------------------------------------------------|-----------------------------------------|
| • Agile Software Development | • Information Technology Infrastructure Library | • NoSQL |
| • Algorithm Analysis | • IT Service Management | • Problem Solving |
| • Change Management | • Java | • Python |
| • Cloud Computing | • JavaScript | • ReactJS |
| • Communication | • JavaScript Object Notation | • React Native |
| • Computer Science | • Linux | • Relational Database Management System |
| • Critical Thinking | • Machine Learning | • Representational State Transfer |
| • Data Analysis | • Microsoft Office | • Software Development |
| • Emerging Technologies | • MySQL | • Technical Documentation |
| • Hypertext Markup Language | • Node.JS | • Version Control |