

Adam Botens

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ServiceNow Developer

An Army Veteran, holding a B.Sc. in Computer Science and a minor in math, along with CAD, CIS-ITSM, CSA, ScrumMaster and ITIL certifications, seeks a technical role within the ServiceNow ecosystem. Thrives under pressure with standout leadership and teamwork, quick technology adaptation, and exceptional problem-solving capabilities.

WORK EXPERIENCE

ServiceNow NextGen SkillBridge • 02/2024 - 05/2024

Extern • Internship

- The ServiceNow NextGen Skillbridge Program is a 16-week course offering instructor-led training, self-paced Now learning content, practical exercises, and hands-on project work.
- Developed and delivered a drop-ship Ecommerce website within 6 weeks, utilizing App Engine Studio, UI Builder, Flow Designer, custom tables, lists, and forms for dynamic catalog and inventory management.
- Developed system integrations and process automation in ServiceNow using JavaScript, HTML, and CSS, enhancing functionality with other Information Services Applications.
- Implemented ServiceNow customizations, including IT service management, service portal, CMDB Service Mapping, and scripting.
- Oversaw scrum artifacts meticulously, ensuring adherence to schedules and meeting product delivery goals on time.

Stay at Home Dad • Clarksville, TN • 05/2018 - 12/2023

Household Manager • Full-time

- Managed daily household operations including budgeting, scheduling, and maintenance.
- Tutored children in various subjects, resulting in a significant improvement in their GPA.
- Provided full-time childcare for two children, focusing on their physical, emotional, and educational development.

United States Army • USA • 04/2006 - 05/2018

Supervisor • Full-time

- Achieved 'Distinguished Honor Graduate' status in advanced leadership training through excellence in team leadership, strategic project management, and communication.
- Improved team performance within 2 months, achieving a 90% first-time success rate on certifications through clear expectations, effective training, and coaching, reducing retest costs and boosting team confidence.
- Achieved 100% equipment accountability and reliable operation of \$3M+ assets by implementing efficient scheduling and supervision of maintenance, reducing downtime costs.

EDUCATION

Bachelor of Science in Computer Science

Austin Peay State University
Clarksville, TN, USA

GPA: 3.92

08/2019 - 12/2023

- Concentration in Intelligent Robotics
- Minored in Mathematics

CERTIFICATIONS

ServiceNow Certified System Administrator

ServiceNow

Google IT Support Specialization

Coursera

ITIL Foundation Certificate in IT Service Management

PeopleCert

ServiceNow Certified Application Developer

ServiceNow

Certified ScrumMaster® (CSM®)

Scrum Alliance

ServiceNow Certified Implementation Specialist - ITSM

ServiceNow

Micro-Certification - Integration Hub

ServiceNow

Micro-Certification - Application Developer User Interface Creator

ServiceNow

Micro-Certification - Flow Designer

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PROJECTS

RoboSketch • 01/2024 - 04/2024

Austin Peay State University

- Collaborated in a team to design and develop a system on Linux OS, enabling a robot to accurately replicate user's digital drawings, leveraging an Agile approach for iterative development.
- Implemented robot automation by integrating Python with the Robot Operating System (ROS), applying trigonometry and quaternions, and constructing an efficient state machine for precise movement control.

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.
- Achieved seamless data aggregation and intuitive user interface, showcasing successful integration of diverse technological components and enhancing user experience.
- Conducted months of research, planning, and troubleshooting to meet business requirements. All deliverables were delivered on time.

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 • 03/2023 - 04/2023

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 with real-time competition analytics.

Tax Tracker • 07/2022 - 08/2022

Personal

- Developed a Tax Tracker tool for small business owners, utilizing C++ and Boost libraries within an Object-Oriented Design framework. The tool features robust data handling and user-friendly interfaces.
- Significantly improved operational efficiency for a small business client by automating tax calculations, resulting in a few hours saved each month and ensuring 100% accuracy in tax liability computations.

Micro-Certification - Predictive Intelligence

ServiceNow

Micro-Certification - Agile and Test Management Implementation

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Micro-Certification - Service Portal

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Micro-Certification - Citizen Developer Application Developer

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Micro-Certification - Virtual Agent

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SKILLS

- Agile
- Algorithm Design and Analysis
- Artificial Intelligence
- Attention to detail
- Cloud Computing
- Collaboration
- Communication
- Datastructures and Algorithms
- Debugging
- Language-agnostic Programming
- Linux
- Log Analysis
- Machine Learning
- Object-Oriented Programming
- Problem Solving
- Relational Database Management Systems
- Scrum
- Technical Documentation
- Technical Solutions
- Troubleshooting