
EDUCATION

George Mason University - Fairfax, VA

Bachelor of Science in Systems Engineering

Degree Received May 2018

- Emphasis: Financial Engineering, Data Analytics
- GPA: 3.65 (Cum Laude)
- Dean's List, 2016, 2017, 2018
- Systems Engineering Honor Society

Piedmont Virginia Community College (PVCC) - Charlottesville, VA

2013 - 2015

University of Virginia - Charlottesville, VA

2013 - 2014

Community Scholar Program through PVCC

TECHNICAL SKILLS

Systems: ServiceNow

Certifications: ServiceNow System Administrator

Programming:

ServiceNow Application Developer

JavaScript: *Learning through project role; Familiar*

ServiceNow Predictive Intelligence Micro Cert

Python: *Learning outside work; Familiar*

Simplilearn DevOps Practitioner

Java: *Last used in education coursework; Used in Past*

ICAgile Certified Professional

R: *Last used in education coursework; Used in Past*

ITIL Foundations

SQL: *Last used in education coursework; Used in Past*

WORK EXPERIENCE

Accenture – Accenture Federal Services – Washington DC

June 2018 - Present

ServiceNow Technical Lead (Software Engineer Specialist)

October 2020

- Manage Operations Development Team
 - Oversee Operations Team consisting of one lead, 2 developers, 1 business analyst, and 1 tester through advising on projects, solutions, and timelines
 - Notable projects include enhancements to existing Telecom Integrations, advising on new Telecom Integration developments, Archiving 15+ million records, and implementing new Project Management tool
- Build and Manage Client Relationships
 - Develop effective working relationships based on trust and performance with client application owners of a company with \$71 billion in annual revenue
 - Collaborate with client leads and management to identify future needs, develop solutions and implement strategies.
- Client ServiceNow Platform Management
 - Manage over a dozen client ServiceNow instances by organizing patching/upgrade schedules, weekly meetings with ServiceNow Rep, and monitoring platform performance and availability
- Solution Architecture
 - Work with development teams and architects to create solutions for efforts ranging from break fixes to multi-month integrations projects
 - Price out development efforts for various client groups in the form of proposals
 - Deliver pricing proposals to client groups
 - Solved and priced 10+ potential efforts with total magnitudes of over \$800k

ServiceNow Development Team Lead (Software Engineer Senior Analyst)***October 2019***

- Lead Operations Development Team for Multi-Million Dollar Operations Contract
 - Implement Agile Development for team of 7 (3 developers, 2 business analysts, 2 testers)
 - Coordinate with client stakeholders and project management to implement 2-week development cycles
 - Lead daily Scrum Meetings as well as bi-weekly Sprint Planning and Sprint Retrospective meetings
 - Train Business Analysis on release management process
 - Deploy development releases across various applications including Incident, Change, Problem, Knowledge, Service Portal, Catalog
 - Lead project to integration client ServiceNow with alert management tool for Incident Management
- Build and Manage Client Relationships
 - Hold and lead weekly status meetings with various client IT Groups
 - Present major deliverables
 - Work with client to create timelines and prioritize developments
 - Serve as point of contact for 10+ integrations
- Client ServiceNow Platform Management
 - Coordinate upgrade and patching schedule for over a dozen client instances
 - Monitor performance and availability of over a dozen client instances
 - Lead weekly status calls with ServiceNow Rep to discuss platform projects and issues

ServiceNow Business Analyst (Software Engineer Analyst)***June 2018***

- Manage Development Team Backlog
 - Coordinate with Accenture Leads and Client Operations team to implement performance improvements on platform and applications
 - Create development stories and assign to developers
 - Solution stories with architects and developers
- Monitor Development Releases
 - Ensure development releases are deployed according to client audit policies
 - Create necessary release audit documentation and gather client approval
- Build Client Relationships
 - Weekly status meetings with multiple client IT Groups
 - Communicate directly with client about status updates on performance enhancements and break fixes
- Client ServiceNow Instance Support
 - Support operations of major client integrations
 - Monitor performance and availability of over a dozen client ServiceNow instances

Summer Analyst***Summer 2017***

- Assist in operation strategy with project management team
- Develop and update data tools for resource management
- Perform analytics and metrics on resource management data
- Perform database maintenance and updates in Microsoft SharePoint

Campbell Wealth Management - Alexandria, VA***Portfolio Management Intern******Spring 2017***

- Perform analytics and metrics on investment data
- Write reports on portfolio performance
- Tracked financial strategies and portfolios to maximize performance