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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

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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*

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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
  - Solutioned 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