

Dilen Govin

602 733 0834 | dilengovin@gmail.com | www.dilengovin.com

TECHNICAL SKILLS

Languages/Frameworks: Java, Python, SQL, JavaScript, TypeScript, Angular, React, C#, .NET, Node
Technologies: Git, Github, Docker, ServiceNow, Heroku, CRM platforms, PowerApps, SharePoint, PowerBI
Libraries: pandas, NumPy, xUnit, Tkinter, Flask

EXPERIENCE

IT Systems Engineer

Dec 2021 – Dec 2022

Honeywell International

Phoenix, AZ

- Acted as the sole IT engineer on the Building Technology Systems Team resolving technical issues and optimizing operations for over 10,000 assets across all US sites
- Redesigned the existing corporate infrastructure transition coordination process within ServiceNow, automating spec gathering, approvals, ordering, and delivery tracking
- Maintained SharePoint sites and solutions, including custom workflows and web parts
- Developed a process for identifying and resolving server and database vulnerabilities in building technologies, resulting in the removal of over 100,000 vulnerabilities
- Created a custom monthly patching process for building technology significantly improving system security at business-critical sites around the US
- Led the efforts to clean up CMDB location database and ease of reporting by consolidating all location data reports into a Tableau dashboard

Business System Analyst

Jul 2020 – Dec 2021

Honeywell International

Phoenix, AZ

- Collaborated with cross-functional teams to design, develop and deploy ServiceNow solutions that meet business requirements and improve operational efficiency
- Leveraged Catchpoint API integration with ServiceNow, enabling automation to schedule maintenance for around 5000 servers
- Conducted thorough analysis of Honeywell's CORP IT Infrastructure to identify areas of technical debt, successfully addressing over 2000 flagged items
- Customized ServiceNow using JavaScript, Glide API, and UI actions to automate workflows and improve user experience.
- Participated in Paris through Rome upgrades and release management activities ensuring system stability

Software Engineer

Aug 2018 – May 2020

University of Arizona: Eller College

Tucson, AZ

- Developed full stack enhancements for eSMS, the student-advisor management application, using C#.NET, Angular and Azure SQL
- Implemented a note attachment functionality for advisor appointments, storing note data in SQL database
- Integrated unit testing into the eSMS platform with xUnit

PROJECTS

HardWare-C (HWC) | *Python, C, Git, Tkinter*

May 2019 – May 2020

- Collaborated with a team of graduate students and faculty on the design of Hardware-C, a C language based hardware specification language for teaching clocked logic for Honors Thesis
- Developed a Python GUI for simulating compiled HWC code into a visual circuit representation
- Contributed 5K+ lines of code to existing HWC compiler, allowing cascading logic gate sequences to be compiled

EDUCATION

University of Arizona

Aug 2016 - May 2020

Bachelor of Science in Computer Science

Tucson, AZ

Minors in Business Administration; History

GPA: 3.55