Dilen Govin

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TECHNICAL SKILLS

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

EXPERIENCE

Platform Support Engineer II   Dec 2021 – Dec 2022
Honeywell International   *Phoenix, AZ*

- Acted as the primary IT support, overseeing the management of over 10,000 building technologies across all US sites, resolving technical issues and optimizing operations for the Building Technology Systems team
- Redesigned the existing corporate infrastructure transition coordination process within ServiceNow, automating spec gathering, approvals, ordering, and delivery tracking
- 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

Platform Support Engineer   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 Developer   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*