

JESSICA CLAIRE

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SUMMARY

Over 3+ years of experience in IT Industry, experienced in designing, development and implementation of ITSM. Experience on various IT Services of Service-Now tool like Incident and Problem Management, Service Catalog Requests, Service-Now Administration, Configuration Management, Knowledge Management, Reporting, Asset Management, Integration with Web Services.

SKILLS

- Excellent open and proactive written communication skills with focus on grammatical and usability skills
- Strong javascript and SQL programming skills and experience
- Excellent verbal and written communication skills, with the ability to effectively interact with all coworkers and stakeholders, including senior leadership
- Strong written and oral communication and facilitation skills to effectively work in a global environment
- Excellent interpersonal skills and ability to work effectively with staff at all levels
- Excellent written, verbal, listening, communication & interpersonal skills
- Strong documentation & record keeping skills, with attention to the SDLC
- Solid experience in Tableau reports performance tuning and dashboards optimization.
- Involved in publishing of various kinds of interactive data visualizations, dashboards, and workbooks from Tableau Desktop to Tableau Servers.
- Experience in reports validation and modeling data with the purpose of understanding or making conclusions from the data for evidence-based decision-making.
- Involved in Trouble Shooting, Performance tuning of reports and resolving issues within Tableau Server and reports.
- Worked on data blending and increased dashboard performance by extracting data and working with published data sources.
- Published Workbooks by creating user filters so that only appropriate teams can view it.
- Developed Doughnut charts for analyzing sales planning data.

EXPERIENCE

01/2019 to 02/2021 **ServiceNow Developer**

Caci International Inc. – Norfolk, VA

- Working knowledge of the Reporting and BI industries landscape, including vendors and tools
- Working with end user groups to evaluate and solve technical problems
- Willing to learn/adopt
- Taking ownership for technical solutions
- Developing system integrations and process automation within the ServiceNow instance and other Information Services applications
- Creating ServiceNow reports and dashboards.
- Promoted positive customer support training experience after application completion.
- Used variety of technologies, including ASP.NET, MVC, HTML5, JavaScript and SQL Server to create new applications.
- Leveraged Agile methodologies to move development lifecycle rapidly through initial prototyping to enterprise-quality testing and final implementation.
- Wrote user manuals and other documentation for roll-out in customer training sessions.

04/2018 to 11/2019 **ServiceNow Developer**

Caci International Inc. – Charlottesville, VA

- Developed of Service catalog which includes creating new catalog items, designing workflows and execution plans.
- Interacted with Stakeholders, Users, Customers for gathering requirements to arrive at design solution.
- Worked on Modules of ServiceNow like Incident Management, Change Management, Service Catalog, and Reporting and few other custom applications.
- Provided design, technical solutions for the user requirements at ClientName and made recommendations to improve their current processes.
- Wrote Client Scripts, UI policies, Business Rules, Security Rules and UI Actions, UI Pages/Macros.
- Worked on JDBC Extracts, SQL queries, Data sources, external connectivity using SN data source, Web services, Email integrations, LDAP etc.
- Designed many catalog items out of which few catalog items involves integration using SOAP Web services, Restful API.

08/2017 to 03/2018 **Tableau Developer**

Amsted Industries Incorporated – Canton, NC

- Involved in generating Daily/Weekly Sales & Finance trending reports using Tableau by identifying the dimensions, measures, measure values & level of details for Business Analytics & Top Executives to give an overview of current Trends.
- Served as a liaison between the business and the IT department by conducting weekly calls/meetings with stakeholders, developers, QA Team, UAT Team to document any changes and apply them to Tableau reports as needed.
- Developed Tableau workbooks to perform year over year, quarter over quarter, YTD, QTD and MTD type of analysis.
- Developed interactive dashboards using advanced tableau features like action filters and dynamic parameters actions to track every claim open, follow up with customers and close claims in a much timelier manner.
- Created Data Connections, Published on Tableau Server for usage with Operational or Monitoring Dashboards.
- Assisted users to publish and collaborate reports via a web browser & embed Tableau views in other web applications like SharePoint.
- Worked with REST APIS and Tableau Client Server which has greatly reduce the burden on Asurion's analyst team allowing them to focus on more business-critical activities.
- Designed, developed, and maintained Tableau self-service reports and dashboards with different drill-down capabilities that were inclined to identifying out of pattern behavior.

EDUCATION AND TRAINING

2015 **Bachelor of Science: Computer Science**
University of Lagos

ACTIVITIES AND HONORS

Member, Nigerian Association of Computer Science Society
Mentored grade school children in Houston in reading comprehension