Daniel Palmer

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Portfolio Webpage: www.danielmpalmer.com

Date available to begin work: Immediately

SUMMARY STATEMENT

Hard working, reliable, and self-motivated individual with **strong written and verbal communication skills** that continually works to **exceed organizational and management expectations** by consistently proving to be a **valuable asset that can learn, adapt, and apply the necessary skills required to handle complex challenges**

PROFESSIONAL SKILLS

Education	➢ **Bachelor of Arts in Criminal Justice** from **John Jay College of Criminal Justice** ➢ Currently enrolled in **Saint Peter's University's Dual MBA/MSA Program**
Employment	➢ Currently working as an **Application Support Analyst and a ServiceNow Administrator/Developer** within **Kate Spade and Company** ➢ Previously worked as a **Support Center Analyst** within Kate Spade and Company and as an **Electroplater** at a privately run facility
Personal	➢ **Strong work ethic and self-motivated**. ➢ Experience in **HTML, CSS, JQUERY, BOOTSTRAP, ANGULAR JS, SQL and JavaScript** ➢ Develop and maintain Kate Spade's ServiceNow instance ➢ Exposure to **Linux,** Linux command line**,** and Linux based distributions **(ex. Ubuntu, Centos, Kali)** ➢ **Experience developing with CMS: Squarespace (dpdeveloping.com)**

EDUCATION

➢ Bachelor of Arts in Criminal Justice from John Jay College of Criminal Justice (May 2012)
➢ Minor in Law
➢ GPA: 3.181

Currently attending Saint Peters University and taking courses towards completing a dual Master's degree program: Masters in Business Administration/ Masters in Accountancy, Current GPA: 3.906

CERTIFICATIONS/ACHIEVEMENTS

➢ **CompTIA Security+ (SYS-401)**, March 2017

➢ **CompTIA Network+ (N10-006)**, April 2017

➢ **ServiceNow Certified System Administrator,** April 2017

➢ **ServiceNow Certified Application Developer,** June 2017

PROFESSIONAL WORK EXPERIENCE

ServiceNow Administrator/Developer, February 2016 – Present
Kate Spade and Company
Job Type: 40 hours per week, Full-Time
Supervisor: Kristin Scheel

➢ Certified **System Administrator**
➢ Certified **Application Developer**
➢ Experience with ITSM Modules (**Incident**, **Project, Changes**, etc.)
➢ Have worked extensively with **Business Rules**, **Script Includes**, **AJAX**, **Client Scripts**, **UI Actions**, **UI Policies**, **Scheduled Jobs**, **UI Pages, Scheduled Reports, Notifications**
➢ Experience with Request Process and **Workflow** automation.
➢ Experience in Service Catalog
➢ **Data Sources, Transform Maps, Import Sets.**
➢ **Experience utilizing REST API**
➢ Form manipulation and configuration.
➢ Inbound Actions for email processing.
➢ **Table management and maintenance.**
➢ Lead and worked on team and individual ServiceNow projects
➢ Created and implemented an Unverified Return module in ServiceNow utilized by the KS Application Support team to investigate issues with ecomm returns processed within KS stores
➢ **Contributed to the development of both an Inventory and Shipment module** for KS store's to submit tickets for our Logistics and Inventory teams to investigate
➢ Maintain group and user access controls for **global and scoped applications**
➢ Implemented a **custom Loss Prevention module** to be utilized by all Kate Spade stores to report both Loss Prevention and Safety related incidents
➢ Assisted in the development of a private web page hosted within **ServiceNow** for store associates to utilize to research shipment related issues, utilizing **HTML, CSS, Angular JS, JQuery, and Bootstrap**
➢ **Uploaded custom application on ServiceNow Share: BSI VERIFY**

Application Support Analyst , August 2016 – Present
Kate Spade and Company
Job Type: 40 hours per week, Full-Time
Supervisor: Kristin Scheel

➢ Support corporate and retail associates for issues related to proprietary in-house applications, vendor shipments, and sale's transactions

- ➢ Work closely with our Logistics and Inventory Accounting team in investigating shipment issues for KS Store and their corresponding Area Support Centers
- ➢ Handle a large work load of incident, shipment, inventory, and ecomm tickets

Corporate Support Analyst , May 2015 – August 2016
Kate Spade and Company
Job Type: 40 hours per week, Full-Time
Supervisor: Dipen Shah

- ➢ Began position part time while working at Hill Cross Company as an electroplater; promoted to full time after 8 months
- ➢ Troubleshoot complex IT related issues for both retail and corporate associates.
- ➢ Consistently capture accurate and important information while creating incidents in ServiceNow,
- ➢ Followed all required escalation and routing procedures for incidents to ensure effective and timely incident resolution
- ➢ Worked on ServiceNow projects in developing ServiceNow modules, forms, and applications utilized by different IT departments
- ➢ Ensured that all issues called into CSC were properly routed to the correct teams, as well as provided management and other teams with effective communication necessary to resolve, update, and further investigate occurring IT incidents

OTHER WORK EXPERIENCE

Electroplater, August 2009 – January 2016
Hill Cross Company
Job Type: 35-40 hours per week, Full-Time
Supervisor: Chris Hammer

- ➢ Responsible for plating, training, and assisting other employees
- ➢ Maintained a safe and productive work environment, especially while utilizing and handling hazardous chemicals
- ➢ Contributed to Voltronic's "**Supplier of the Year Award**" for having **a near zero rejection rate in over 2 million plated pieces plated** by Hill Cross Company
- ➢ Made cost effective suggestions that were utilized to increase resources such as plating baths and plating barrels in order to benefit production and increase output in a shorter time
- ➢ Oversaw employees when both the owner and foreman were absent and/or busy, strengthening management capabilities and maintained a productive work environment

Front Staff/Office Manager March 2014 - May 2015
Coach House Restaurant
Job Type: 20-45 hours per week, Part-Time
Supervisor: Iiman Pappas/Nick Pappas
- ➢ **Front Staff Supervisor**
- ➢ Handled issues with scheduling, employee training, customer satisfaction, check out, register closings, and register deposits
- ➢ **Office Manager for 6 months** until a permanent employee was hired
- ➢ Experience with QuickBooks (invoicing, maintain accounts, generate income statements,etc)
- ➢ Completed daily deposits and monthly closings as well as maintained stock levels for items such as office supplies, liquor, and other required materials needed for day to day productivity