Ezra Hazell

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Profile

I am a full-stack software developer with over 20 years of experience in web development and information technology (IT). I have cultivated a robust skill set in software best practices and troubleshooting various bugs, complemented by my commitment to delivering high-quality results.

Skills & Abilities

- **Cloud Tools/Skills:** Acquia, AWS, Docker, GitLab CI/CD
- **Programming Languages:** HTML, PHP, Python, JavaScript, TypeScript
- **Software Development Tools/Skills:** Agile, Scrum, LAMP Stack, Object Oriented Programming
- **Source Control:** GitHub, GitLab, BitBucket, Jira
- **Web Development Tools/Skills:** Figma, Front-End Development (HTML, JavaScript, jQuery, React, Angular, Bootstrap, Sass, CSS), Back-End Development (PHP, Python, SQL/MySQL), Responsive Web Design, ServiceNow, Drush, Symphony (Composer), Twig, USWDS
- **Web Development Frameworks:** Angular, Bootstrap, React, Drupal, WordPress

Experience

SERVICENOW DEVELOPER, (CONTRACT) | METROSTAR | MARCH 2025 – PRESENT

- Design, configure, develop, and implement baseline and custom applications and enhancements in ServiceNow.
- Provide architectural input and help maintain the stability of the overall platform by ensuring that the appropriate design and development standards are consistently applied.
- Work in multiple instances and domains, supporting internal and external customers.
- Utilize an Agile/Scrum methodology to manage development work.
- Advise functional and admin teams on design, development, and overall ServiceNow best practices.
- Collaborate with business, systems, and Technology partners in business analysis meetings to develop business and systems requirements.
- Solution and development of requested enhancements to existing ServiceNow applications.
- Script Business Rules, Script Includes, Client Scripts, ACLs, Workflow Activities, etc.
- Facilitate and support the rollout of new applications and enhancements in ServiceNow.
- Analyze system performance issues and determine performance enhancements.

SR. DRUPAL DEVELOPER, (CONTRACT) | METROSTAR | APRIL 2020 – FEBRUARY 2025

- Drupal site building, administration, custom module development, configuration management/features, and theming.
- Managed Drupal sites using Drupal versions 9-11 ecosystem components (Git, Composer, TWIG, Site Building, and Module development).

- Developed a strategy for site development and maintenance.
- Provided Drupal user interface development to include user experience, theme development, and customization of community themes.
- Migrated and upgraded to Drupal versions 9-11 sites.
- Synced admin changes between multiple environments.
- Provided configuration and modification of contributed modules, implementation of standard hooks, and implementation of standard self-test regimes.
- Coded and debugged websites using frontend and backend web development technologies.

SR. SOFTWARE DEVELOPER | METROSTAR | APRIL 2020 – FEBRUARY 2025

- Drupal site building, administration, custom module development, configuration management/features, and theming.
- Managed Drupal sites using Drupal versions 7-11 ecosystem components (Git, Composer, TWIG, Site Building, and Module development).
- Developed a strategy for site development and maintenance.
- Provided Drupal user interface development to include user experience, theme development, and customization of community themes.
- Migrated and upgraded from Drupal versions 7-11 sites.
- Synced admin changes between multiple environments.
- Provided configuration and modification of contributed modules, implementation of standard hooks, and implementation of standard self-test regimes.
- Coded and debugged websites using frontend and backend web development technologies.

SR. WEB DEVELOPER | STATE OF ARIZONA, ADWR | JULY 2015 – OCTOBER 2020

- Managed and supervised a small team of designers and developers for the department's Web Team.
- Managed and maintained 6 of the department's websites.
- Responsible for high-quality designs, graphics, mock-ups, and layouts for both new and existing web applications.
- Created custom themes for our websites that use the Drupal CMS platform.
- Migrated and re-designed all static websites into Drupal using custom templates and themes.
- Installed and set up multi-development environments of Drupal 7 & 8, programming, database setup/administration, thorough testing, and QA.
- Used Git for source control and Drush for Drupal configuration and management.
- Designed mock-ups and wireframes for web content.
- Developed online solutions for full websites, microsites, mobile websites, social media marketing campaigns, and email marketing deployments.
- Coded and debugged all department websites using frontend and backend web development technologies.
- Worked closely with project managers, digital strategists, and the communications team to develop solutions with the use of new and emerging technologies.
- Presented ideas, reports, analyses, and updates on projects to clients and account managers.
- Made necessary updates and edits to websites content to enhance user experience that comply with state government and accessibility requirements.

WEB DEVELOPER | DEFERO | SEPTEMBER 2014 – MAY 2015

- Developed online solutions, including full websites, microsites, Facebook applications, mobile websites, and email marketing deployments.
- Worked closely with project managers, strategists, and our creative studio to develop solutions with the use of new and emerging technologies that fit with the client's needs.
- Created custom themes for each of our client's websites to match their branding using Drupal 7.
- Set up development environments, installation of Drupal and WordPress solutions, programming, database setup/administration, thorough testing, and QA.
- Presented ideas, reports/analyses, and updates on projects to clients and account managers.
- Presented ideas on projects to clients and account managers who requested a proposal (RFP). Responded to technical questions about web projects.
- Made necessary changes to websites content.
- Maintained the health of websites by verifying all backups were completed as scheduled and that the websites were all up to date with the latest security, plugin, and module updates.
- Coded and debugged all websites using frontend and backend web development technologies.

Education

- **M.S. IN TECHNOLOGY MANAGEMENT |** MAY 2023 | NORTH CAROLINA A&T STATE UNIVERSITY
- **B.A.S. IN INTERNET AND WEB DEVELOPMENT |** MAY 2013 | ARIZONA STATE UNIVERSITY
- **A.A.S. IN COMPUTER NETWORKING |** SEPTEMBER 2011 | IOWA CENTRAL COLLEGE