4899 Diamondback Ct, Waldorf, US, 20601 • ezra.hazell@gmail.com • (480) 686-5724 • https://ehazell.github.io/eazydezigns/

EZRA HAZELL

Full-Stack Software Developer

PROFESSIONAL SUMMARY

Full-Stack Software Developer with 12+ years of experience designing and delivering web solutions using Acquia, AWS, Docker, GitLab CI/CD, PHP, Python, JavaScript/TypeScript, HTML and Agile practices. Combines ServiceNow and Drupal platform expertise to build scalable, secure applications, lead migrations, and optimize performance across environments. Focused on driving efficient CI/CD workflows, improving user experiences, and adopting cloud-native approaches to enable faster, reliable releases and future platform growth.

EMPLOYMENT HISTORY

SERVICENOW DEVELOPER, (CONTRACT) - Mar 2025 – Jan 2026
METROSTAR, Washington, DC

♦ 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.

♦ Coordinated with cross-functional teams to gather requirements and deliver tailored solutions, fostering stronger alignment between business needs and technical capabilities.

♦ Provided architectural guidance to maintain platform stability, empowering teams to adhere to best practices and enhancing overall system reliability.

SR. DRUPAL DEVELOPER, (CONTRACT) - Apr 2020 - Feb 2025
METROSTAR, Washington, DC

♦ 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.

♦ Led the migration of legacy sites to Drupal 11, achieving seamless transitions and noticeably improved site performance.

♦ Analyzed user feedback to enhance the Drupal user interface, resulting in substantial improvements in user engagement and satisfaction.

SR. SOFTWARE DEVELOPER - *Apr 2020 - Feb 2025*
METROSTAR, Washington, DC

♦ 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.

♦ Spearheaded the migration of Drupal sites from versions 7 to 11, enhancing performance and security while minimizing downtime.

♦ Developed and implemented a custom module that streamlined user interactions, resulting in a more intuitive user experience and increased site engagement.

♦ Conducted in-depth analysis of site performance metrics, leading to actionable insights that improved load times and overall site efficiency.

♦ Coordinated with cross-functional teams to align development efforts, ensuring timely project delivery and fostering a culture of shared success.

♦ Maintained open communication with team members, providing guidance and mentorship to junior developers in best practices and coding standards.

SR. WEB DEVELOPER - *Jul 2015 - Oct 2020*
STATE OF ARIZONA, ADWR, Phoenix, AZ

♦ 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.

♦ Led a team in migrating static websites to Drupal, enhancing user engagement through improved functionality and design.

♦ Developed custom themes for Drupal websites, optimizing aesthetic appeal and user experience, resulting in positive feedback from stakeholders.

♦ Analyzed user interactions to inform website updates, achieving measurable improvements in accessibility compliance and user satisfaction.

- Coordinated with project managers and strategists to implement cutting-edge web solutions, fostering teamwork and ensuring timely project delivery.
- Maintained open communication with team members to encourage creative input and collaboration on web design projects.

WEB DEVELOPER - Sep 2014 - May 2015
DEFERO, Phoenix, AZ

- 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.
- Enhanced website functionality through rigorous coding and debugging, delivering substantial improvements in user experience and site performance.
- Spearheaded the development of custom themes for client websites, ensuring alignment with branding and increasing client satisfaction.
- Conducted thorough testing and QA processes, leading to noticeable gains in website reliability and reduced downtime.
- Fostered strong partnerships with project managers and creative teams, streamlining project workflows and ensuring timely delivery of client solutions.
- Provided technical guidance to clients during project presentations, enhancing understanding and fostering trust in our capabilities.

EDUCATION

M.S. TECHNOLOGY MANAGEMENT - May 2023
North Carolina A&T State University, Greensboro, NC

B.A.S. INTERNET AND WEB DEVELOPMENT - May 2013
Arizona State University, Tempe, AZ

A.A.S. COMPUTER NETWORKING - Sep 2011
Iowa Central College, Fort Dodge, IA

SKILLS

Acquia, AWS, Docker, GitLab CI/CD, HTML, PHP, Python, JavaScript, TypeScript, Agile, Scrum, LAMP Stack, GitHub, GitLab, BitBucket, Jira, Figma, React, Angular, Bootstrap, Sass, CSS, SQL, MySQL, ServiceNow, Drush, Symphony, Twig, USWDS, Drupal, WordPress, DevOps Practices, Performance Tuning, Data Analysis, Cloud Architecture, API Integration, Network Security, Mobile Development, Project Management, Quality Assurance, System Integration, Database Management, Technical Support, Version Control, Software Testing, Cloud Services, Software Architecture, User Experience, Cross-Platform Development, Continuous Improvement, Technical Documentation, Legacy Systems, Troubleshooting, 508 Web Accessibility, Software Deployment, Network Administration, Data Migration, User Training, System Optimization, Cloud Solutions, Configuration Management, Compliance Management, System Customization, Version Upgrades, User Onboarding, Site Optimization, User Interface, Software Maintenance, Agile Leadership, Infrastructure Management, User Engagement, Site Reliability.