

EMIKO BELL

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SUMMARY OF QUALIFICATIONS

ITIL 4 certified ITSM Developer & Administrator with previous experience in ITSM, troubleshooting, implementing and developing major systems (ServiceNow, TeamDynamix, Solarwinds Web Help Desk and iPaaS) spanning multiple departments and stakeholders.

- 3 years of experience translating business needs to ITSM service automation, including system implementation, workflows, automation rules, and scripting.
- Experience building and consuming RESTful APIs, working with system and database administrators to integrate user and asset databases to ITSM platforms.

RELEVANT EXPERIENCE

ITSM Developer, *University System of New Hampshire (via Oxford Global Services)*

Remote

Feb 2024–Current

- Implement Enterprise Service Management (ESM) framework and onboard 4 business areas into ITSM system (TeamDynamix) in an institution of 30,000+
- Remodel services and configurations in the Enterprise Technology & Services area using the ITIL 4 framework
- Propose and execute improvements to the ITSM/ESM system
- Administer and maintain ITSM system and integrations
- Create business and automation tools and analyze descriptive data using Python

ServiceNow Teaching Assistant, *ServiceNow (via Creating Coding Careers)*

Remote

Feb 2024–Apr 2024

- Guided 40 students on building applications and systems administration on the ServiceNow ITSM platform

ServiceNow NextGen Professionals Externship, *ServiceNow*

Remote

Oct 2023–Dec 2023

- Designed and implemented an end-to-end application within the ServiceNow Platform to create a custom portal to enable data collection, task assignment, and analysis for a charity organization
- Led the project group and mentored teammates on implementation and configuration

IT Service Management Specialist, *Biola University* La Mirada, CA

Feb 2022–Mar 2023

- Designed and implemented an ITIL 4 ITSM framework for service requests, incident management, asset management, and change management in an Agile environment
- Developed and automated ITSM processes to increase efficiency by 25% on all services
- Optimized and automated processes using iPaaS integrations, creating and consuming RESTful APIs and fully automating previously manual tasks
- Led implementation and system administration for service management platforms (Web Help Desk, TeamDynamix ITSM, and iPaaS)
- Created and reviewed user-facing web portals and knowledge base on TerminalFour CMS across all of IT

IT Helpdesk Representative, Biola University La Mirada, CA

Aug 2016–Jul 2020

- Supported an organization of 7,300 people with device, classroom, and operating systems technical support, consistently resolving the highest number of tickets per week among tier 1 technicians
- Led technical orientation for 30 faculty and staff and support workers
- Launched and implemented new software and IT service offerings

SKILLS AND CERTIFICATIONS

- **Languages:** Python, JavaScript (AJAX, JSON), Java, HTML, CSS, SQL, R, MATLAB, Japanese
- **Technologies:** Node.js, React, Flask, Bootstrap, Maven, Spring, Selenium, JUnit, PostgreSQL, NoSQL(MongoDB, Firestore), Git, GitHub, Bash, AWS, GCP, Jira, Docker
- **ITIL 4 Foundation:** PeopleCert, GR671418653EB

EDUCATION AND TRAINING

Hackbright Academy, Software Engineering Fellowship, June 2023

Remote

University of Oxford, Master of Science, Psychological Research, Nov 2021

Oxford, UK

Biola University, Bachelor of Arts, Psychology, Dec 2019

La Mirada, CA