

Eric Nguyen

Minneapolis, MN 55113

nguyeneric653@gmail.com | [LinkedIn Profile \(/in/eric-nguyen-062596\)](#) | [etn4.github.io/CV](#) | 612-212-0443

EDUCATION

University of Minnesota – Twin Cities

Major: Bachelor of Science, Statistical Science

Minor: Computer Science

Graduated 2018

SKILLS

- **Operating Systems:** Windows, UNIX, Linux
- **Front-End:** JavaScript, HTML, CSS, React
- **Back-End:** Python, Java, SQL
- **Frameworks:** Angular, Node, Bootstrap
- **Methodologies:** Agile, Scrum
- **Tools:** ServiceNow, Visual Studio Code, Github
- **Microsoft Office:** Word, Excel, Outlook, Access
- **Spoken languages:** Spanish (intermediate), Vietnamese (basic)

CERTIFICATIONS

- Certified Application Developer
- Certified System Administrator
- Configure the CMDB & CMDB Health
- Agile and Test Management Implementation
- Flow Designer Fundamentals
- Performance Analytics

WORK EXPERIENCE

esolutionsONE, Inc

IC 1 Technical Consultant | Minneapolis, MN | Oct 2021 – August 2023

- Worked with process owners and business stakeholders to translate business requirements into functional requirements
- ServiceNow instance core setup and out-of-the-box configurations
- Design and development of custom scoped application streamlining the bulk request and fulfillment process for access request using Flow Designer
- Implemented Service Graph Connector for Microsoft SCCM plugin and cleaned probes and sensors cleaning the CI class discovery

Second Harvest Heartland

ServiceNow Administrator | Brooklyn Park, MN | July 2021 – August 2021

- Implemented changes in Customer Service Management and troubleshooted ServiceNow related incidents
- Timely support to resolve implementation and performance issues on the tool
- Updated UI policies, UI actions, forms, and business rules to meet the business needs
- Imported over 1500 records in starting phases of CMDB implementation

Mortenson Construction

Associate Systems Analyst | Golden Valley, MN | July 2019 – July 2021

- Main point of contact for administration of ServiceNow instance including user and group delegation, workflow development, ACLs, dictionary, catalog items, business rules, UI policies, UI actions, and other solutions
- Created internal workflows used for Service Catalog Item Requests, granting roles to users and delegating roles to group members
- Oversaw upgrade for production and non-production instances from New York to Orlando and from Orlando to Paris
- Maintained compliance with ServiceNow contracted licensing for 90 ITSM Suite licenses