

Carlos Green

Software Engineer

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Technical Skills

Languages: JavaScript, TypeScript, HTML5, CSS3, Python

DevOps: REST APIs, GitHub, IOS & Android Emulator

Frameworks: React, Flask, Node, Express, Jest, Angular

Databases: MySQL, GraphQL

Professional Experience

Frontend Engineer | ServiceNow | Santa Clara, CA | Nov 2020 - Current

Developed in JavaScript, ReactJS, NodeJS, MySQL, HTML, CSS, and programming languages to provide customer-specific UX experience. Engaged in advanced backend scripting and frontend web service development while delivering training across multiple teams.

- Built customer-specific UIs using JavaScript, ReactJS, HTML, and CSS, improving user experience on core ServiceNow platforms.
- Expanded in ServiceNow's UI Builder, which uses React and JSX to render web components, improving site speed and load time by 20%
- Deployed and configured frontend UI/UX features on ServiceNow's ITSM cloud platform through code reviews/testing while maintaining 100% code quality.
- Worked across multiple platforms, including mobile iOS, iPad, and Android simulators, to maintain cross-platform functionality
- Implemented features on ServiceNow's Conversational Interfaces chatbot that uses Natural Language Understanding / Artificial Intelligence topics to reduce incident case creation by up to 25%
- Completed debugging background - scripts to determine modified widgets to increase instance performance from 20+ seconds to 10+ seconds
- Earned over 42+ badges and 10+ certificates on <https://nowlearning.com>.
- Attained ServiceNow application developer and ServiceNow systems administrator since 2020
- Eliminated 2% of issues on ServiceNow's mobile platform and column-level encryption to improve customer satisfaction
- Won the Q1 2024 Llama Award for upping the issue resolution in my region from 15% to 17% globally, combined with 28 other team members in 2024
- Achieved the highest issue resolution count in the history of the US West region during Q1 for any 3-month quarter in 2024

Software Engineer Full Stack | C0d3 | Santa Clara, CA | June 2019 - Dec 2020

Followed development best practices for unit testing/code reviews from 0% to 60% while developing websites, mobile applications, servers, back-end, and API development. Provided trained students through one-on-one leadership and mentored staff members on how to boost collaboration by 50%.

- Led development of full-stack web applications, building both API backends (Node / Express) and dynamic front-end interfaces for learning platforms.
- Refactored Jest test-driven development to resolve existing bugs in the codebase and improve existing code testability, reducing technical debt by 3% in the existing codebase. [Contributions.](#)
- Contributed 19% of the pull requests on GitHub to add the core coding algorithms and data structures.
- Led the MongoDB backend for <https://learndatabases.dev>, which increased the site's database capacity by 20%. [Contributions.](#)
- Modernized the frontend architecture and UI, reducing site load times to under 3 seconds on average.
- Mentored junior developers and students through one-on-one sessions, boosting team collaboration and coding skills.

Education

Arizona State University | Biology | August 2012 - June 2016

Certifications: Coding Temple - Full Stack Engineer (Frontend Specialization)