

# Carlos Green

## Software Engineer

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## Technical Skills

**Languages:** JavaScript, TypeScript, HTML5, CSS3, Python

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

**DevOps:** REST APIs, GitHub, IOS & Android Emulator

**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 front-end web service development while delivering training across multiple teams.*

- 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
- Attained ServiceNow application developer and ServiceNow systems administrator since 2020 - 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
- Expanded in ServiceNow's UI Builder, which uses React and JSX to render web components, improving site speed and load time by 20%
- Earned over 42+ badges and 10+ certificates on <https://nowlearning.com>
- Eliminated 2% of issues on ServiceNow's mobile platform and column-level encryption to improve customer satisfaction
- Deployed and configured front-end 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

### 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%.*

- 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](#).
- Transformed the previous website and code base into a more modern design, increasing site speed to under 3 seconds on average.
- 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](#).
- Software Development for full-stack web applications for learning computer science as a platform website for people from non-traditional backgrounds to transition into the tech field by roughly 25%.

## Education

Arizona State University | Biology | August 2012 - June 2016

Certifications: Coding Temple - Full Stack Engineer (Front End Specialization)