Justin Davidson

Santa Fe, TX | justindavidson993@gmail.com | 2565488761 | linkedin.com/in/justin-davidson-4728a9347/

Accomplished ServiceNow TSM Developer with over 7 years of experience architecting and delivering complex telecom solutions, specializing in Order Management, Product Catalog, and Network Inventory modules. Expert in designing scalable data models using the Telecom Industry Data Model and implementing secure, high-performance integrations with REST/SOAP APIs. Proven leader in agile environments, collaborating cross-functionally to optimize telecom workflows and ensure regulatory compliance. Adept at driving measurable business outcomes through technical innovation, deep telecom domain knowledge, and a commitment to continuous improvement.

PROFESSIONAL EXPERIENCE

Launch Legends, Sheridan, WY   01/2024 - Present

Senior Software Engineer

- Led the end-to-end development of a ServiceNow Telecom Service Management (TSM) platform for a national telecom provider, integrating Order Management, Product Catalog, and Network Inventory modules to streamline order fulfillment and service assurance.
- Architected custom data models leveraging the Telecom Industry Data Model (TIDM) to support complex inventory management and automated provisioning workflows, improving data consistency by 35%.
- Developed and maintained advanced ServiceNow components using JavaScript, Flow Designer, Business Rules, Script Includes, UI Policies, and Widgets for dynamic user experiences.
- Designed REST/SOAP API integrations with external OSS/BSS systems to enable real-time order tracking and inventory synchronization, reducing manual intervention by 60%.
- Implemented robust platform security using ACLs and RBAC in alignment with industry best practices and regulatory standards.
- Collaborated with cross-functional teams—including business analysts, network engineers, and QA—to deliver agile releases with an average sprint velocity improvement of 20%.
- Mentored five junior developers on ServiceNow best practices, code quality standards, and TM Forum SID/Open API alignment.
- Launched a microservices-based integration layer using Docker and Kubernetes that reduced order processing time by 50% while enhancing system reliability.

Apple, Cupertino, CA   09/2020 - 12/2023

Senior Software Engineer

- Engineered enhancements to ServiceNow CSM and Order Management modules supporting global telecom partners, resulting in a 28% reduction in support ticket resolution time.
- Designed custom widgets and UI policies to improve self-service capabilities for telecom users across Apple's internal platforms.
- Optimized business rules and script includes to automate service assurance processes, increasing operational efficiency by 22%.
- Integrated external telecom inventory systems via REST APIs for unified asset visibility using secure OAuth2 authentication.
- Drove adoption of CMDB/CSDM modeling for accurate mapping of telecom assets within the enterprise environment.

- Coordinated Agile/Scrum ceremonies as acting Scrum Master for two sprints per quarter, ensuring on-time delivery of key milestones.
- Conducted peer code reviews and knowledge-sharing sessions to raise team expertise in ServiceNow platform security (ACLs/RBAC).

Empat, Santa Fe, TX   09/2017 - 08/2020

Senior Software Engineer

- Developed custom ServiceNow applications for telecom clients focused on order fulfillment automation using Flow Designer and Script Includes.
- Implemented TM Forum SID-compliant data structures to standardize product catalog management across multiple client deployments.
- Built integrations between ServiceNow and legacy BSS/OSS platforms using SOAP APIs to facilitate seamless data exchange.
- Enhanced platform performance by refactoring JavaScript codebases, reducing page load times for end-users by 30%.
- Led a team of four engineers in delivering CSM enhancements that improved customer satisfaction scores by 18%.
- Worked closely with network operations teams to design inventory tracking features aligned with CSDM standards.
- Contributed to compliance initiatives by implementing role-based access controls (RBAC) across critical telecom workflows.

VLink, Santa Fe, TX   07/2016 - 08/2017

Software Engineer

- Supported the migration of legacy telecom support systems onto the ServiceNow platform for improved scalability and maintainability.
- Created business rules and UI actions to automate common order management tasks within the TSM module.
- Assisted in the implementation of RESTful integrations with third-party provisioning tools for faster service activation.
- Participated in requirements gathering sessions with stakeholders to align technical solutions with business objectives.
- Tested new features using Selenium and coordinated bug fixes during UAT cycles alongside QA teams.
- Documented platform configurations and provided training materials for end-user onboarding.

SKILLS & OTHER

Technical Skills

- ServiceNow Development (TSM, CSM, Order Management)
- JavaScript (ES6+)
- Flow Designer & Business Rules
- Script Includes & Widgets
- REST/SOAP API Integrations

Telecom & Domain Expertise

- Telecom Industry Data Model (TIDM)
- TM Forum Standards (SID, Open APIs)
- Order Fulfillment & Service Assurance Processes

- Product Catalog & Network Inventory Modeling
- OSS/BSS Architecture

Tools & Platforms

- Docker & Kubernetes
- Jira & Confluence (Agile/Scrum)
- CMDB/CSDM Modeling
- .NET Core & Python (for integration services)
- OAuth2 Security

Soft Skills & Leadership

- Cross-functional Collaboration
- Agile/Scrum Delivery
- Technical Mentoring & Training
- Problem Solving & Analytical Thinking
- Effective Communication

EDUCATION

The University of Texas at Dallas, Dallas, TX, USA   02/2011 - 06/2014

Bachelor's Degree in Computer Engineering

CERTIFICATIONS

ServiceNow Certified System Administrator (CSA)   04/2018

ServiceNow Certified Implementation Specialist – Customer Service Management (CIS–CSM)
06/2020