**Jeff Mancilla**

FULL-STACK DEVELOPER

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Full-stack developer with a track record of building streamlined user experiences. IT Service Management lead and ServiceNow developer with over a decade of experience in support services and building automation.

**SKILLS**

**Languages:** JavaScript | TypeScript | Python | HTML5 | CSS | SQL  
**Libraries and Frameworks**: React | Svelte | Astro | Vite | Express | Tailwind | Bootstrap

**Technologies**: Git | Postman | MongoDB | PostgreSQL | Oracle SQL | Figma | ServiceNow | Drupal   
**Other**: ITIL | PCI DSS | SCCM | Jamf

**PROJECTS**

**Recipes (working title) – A recipe catalog without distractions |** [**App**](https://exquisite-klepon-51cda7.netlify.app) **|** [**Repo**](https://github.com/jeffmancilla/recipes) **| React, Vite, REST**

- Elegant and efficient UX (think NYT Cooking) without the ads and subscriptions  
- Complete Single page application experience with page transitions and fast page loads

**Mid Typing – Speed Typing Game |** [**App**](https://jeffmancilla.github.io/mid-typing-game) **|** [**Repo**](https://github.com/jeffmancilla/mid-typing-game) **| HTML5, CSS, JS**

- Efficiently built from scratch – screen transitions are handled using dialog elements  
- Gained extensive experience on DOM manipulation, JavaScript timing events and CSS animations

**Tender – Tinder, But for Restaurants |** [**App**](https://tender-f3bf64ad9858.herokuapp.com) **|** [**Repo**](https://github.com/valenium/Tinder-But-For-Restaurants) **| Express, EJS, REST**

- CRUD API backend using Express with efficient Yelp fetch calls to minimize daily API usage limits

**PROFESSIONAL EXPERIENCE**

**ServiceNow Technical Lead | San Francisco State University | San Francisco, CA | 10/2018 – 3/2023**

- Developed the university-wide Common Service Data Model and released system status pages, outage reporting, problem management – moving the platform beyond service portal and ticketing management   
- Built out device tracking in ServiceNow ITSM’s asset management, completely streamlining the process from per-department spreadsheet inventories to campus-wide tracking under one platform   
- Revamped service portal, significantly improving user experience, request and incident resolution time, clarity around offered services and improving reporting and KPIs for agents and service owners   
- Greatly increased adoption of Microsoft Teams, ServiceNow and Drupal by providing campus-wide outreach training and through direct consultation/building close partnerships with departments and project teams

**Student Communications | San Francisco State University | San Francisco, CA | 10/2017 – 10/2018**

- Processed all student communications, ensuring effective messaging, inclusion and student-friendliness

- Collaborated with IT and business analysts to verify accurate messaging population targets  
- Designed responsive emails, web content, presentation and marketing for Student Affairs groups  
- Supervised a student design team, mentoring within campus branding and accessibility guidelines  
- Redesigned and migrated high-traffic, student-facing websites to Drupal

**IT Consultant | San Francisco State University | San Francisco, CA | 8/2012 – 10/2017**

- Served as technical lead for University-wide projects, such as campus card migration, point-of-sale migration, department relocations and bulk technology purchasing  
- Migrated websites for fiscal departments from Apache and IIS to Drupal  
- High-volume ticketing management and IT support: managed and mentored student employees, enhancing their technical support knowledge and customer service skills

**EDUCATION**

General Assembly | Software Engineering Certification – Expected Graduation 1/2024 | Remote   
City College of San Francisco | Completed Coursework in Computer Science | San Francisco, CA