**Jeff Mancilla**

FULL-STACK DEVELOPER

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Full-stack developer with a track record of building scalable and efficient 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 4, PCI DSS, SCCM, Jamf, TCP/IP

**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 user experience, without all the ads and paid 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**

**San Francisco State University · San Francisco, CA · Aug 2012 – Mar 2023**

**ServiceNow Technical Lead · Oct 2018 – Mar 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 campus IT service portal – significantly improving user experience, clarity around offered services, overall service resolution time and KPI transparency for staff and management

- Greatly increased adoption of Microsoft Teams, ServiceNow and Drupal through campus-wide outreach training and direct consultation, resulting in close partnerships with departments and project teams

**Student Communications · Oct 2017 – Oct 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 design team, mentoring student employees on branding and accessibility guidelines  
- Redesigned and migrated high-traffic, student-facing websites to Drupal

**IT Consultant · Aug 2012 – Oct 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