

# Jeff Mancilla

## FULL-STACK DEVELOPER

Houston, TX | [jeffmancilla@outlook.com](mailto:jeffmancilla@outlook.com) | (415) 231-8339 | [GitHub](#) | [LinkedIn](#)

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 | CSS3 | SQL

**Libraries and Frameworks** – React | Svelte | Astro | Vite | Express.js | Mongoose | TailwindCSS | Bootstrap

**Technologies** – Git | Postman | MongoDB | PostgreSQL | Oracle SQL | Figma | ServiceNow | Drupal

**Other** – ITIL | PCI DSS | SCCM | Jamf

### PROJECTS

**Mid Typing – Speed Typing Game** | [App](#) | [GitHub](#)

- Built without libraries or frameworks – just vanilla JS, HTML and CSS
- Gained extensive experience on DOM manipulation, JavaScript timing events and CSS animations

**Tender – Tinder, But For Restaurants** | [App](#) | [GitHub](#)

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

### PROFESSIONAL EXPERIENCE

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

- Built out a University-wide Common Service Data Model (based on EDUCAUSE whitepapers), unlocking all CMDB-related features such as status pages, outage reporting, problem management, ultimately moving the platform beyond service portal and ticketing management
- Built out device tracking in ServiceNow ITSM asset management, completely streamlining the process from per-department spreadsheet tracking to University-wide tracking under one platform
- Revamped service portal, significantly improving user experience and 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 communications: ensured effective messaging, inclusion, and student-friendliness; collaborated with IT and business analysts to verify student population criteria accuracy
- Developed responsive email templates and web content; designed presentation and marketing media for Student Affairs groups
- Supervised design team, mentoring them on designing 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
- Migrated websites for fiscal departments from Apache web servers to Drupal
- High-volume IT support ticket management; managed and mentored student employees on enhancing their technical 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