# JENNIFER METZ

## SERVICENOW DEVELOPER

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JenLoves.Tech

## SUMMARY

Motivated technology professional dedicated to learning and growing with the ServiceNow platform. Accomplished in teamwork, production, root-cause analysis, and providing world-class customer service. In-depth knowledge of object-oriented programming, networking, SDLC, and agile methodologies.

## SKILLS

HTML, CSS

JavaScript, AngularJs

OOP (Java, C++)

SDLC (Agile, Scrum, Waterfall)

Data Structures and Algorithms

Virtualization (VMware, Hyper-V)

Scripting (Unix, Linux)

Networking

Active Directory

Process Documentation

## CERTIFICATIONS

Dell Certified Technician
2017

## EXPERIENCE

**Technical Support Representative, Kelly Services**
Mar 2018 - Aug 2019
- Maintained a customer satisfaction score of 100%.
- Achieved the highest issue resolution company-wide.

**Desktop Support Specialist, Old Dominion University**
Aug 2017 - Dec 2017
- Implemented a custom-built knowledge base that resulted in a 10% increase in issue resolution speed.
- Orchestrated departmental technology upgrade projects.

**Production Supervisor, Computers for Student Success**
Aug 2015 - Dec 2016
- Supervised students and volunteers on computer refurbishing techniques.
- Diagnosed and repaired Microsoft OS and hardware.

**Assistant Branch Manager, Woodforest National Bank**
Aug 2010 - April 2013
- Executed excellent customer service in services offered.
- Consistently exceeded targeted sales goals by 25%.

## EDUCATION

**New Apprenticeship - Bootcamp**
July 2021 - Present
ServiceNow Certified System Administrator

**Arizona State University**
Jan 2018 - Present
Bachelor of Science, Software Engineering

**Tidewater Community College**
May 2017
Associate of Science, Engineering, Cum Laude