

JENNIFER METZ

SERVICENOW DEVELOPER

JenniferMetz@outlook.com
linkedin.com/in/JenLovesTech
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 all 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