Matthew Zirpoli

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WORK EXPERIENCE

Northwell Health (formerly ION, Altera Digital Health, Allscripts)   **Nov 2018 – Present**

Senior ServiceNow Developer | Mar 2022 – Present   *Remote*

- Northwell Health is the largest healthcare provider in NY state, serving over 2M patients a year. Our ServiceNow Platform team provides services to over 90,000 employees for ITSM, ITOM, and APM processes.
- As Senior Developer, I lead the technical team in Service Catalog, Process Automation, and Platform Scripting domains, developing new features for ServiceNow platform within an agile team, creating standards and guidelines for other developers, assisting on blocked stories, and providing mentorship to juniors.
- Implemented Cloud Discovery for a multi-cloud environment with Azure, Google Cloud, and VMWare devices. Developed integrations between ServiceNow and Terraform, GCP, and Apptio.
  - Used Catalog items and low code automation tools to reduce cloud user provisioning time by 30%
  - Increased velocity of transition to cloud services with integrations, reducing time to build by over 25%.
- Championed ServiceNow native DevOps tools, creating processes for system upgrades and development tasks
  - Reduced time spent on code review tasks by 20% with Instance scan (ServiceNow linter functionality)
  - Improved time to upgrade by over 45% by developing unit, behaviour tests for all ITSM processes

Business Analyst | Nov 2018– Mar 2022

- As a business analyst, I worked with client teams to elicit and document technical requirements for new development, and performed data analysis and visualization (SQL, Python, Tableau) to guide decision-making.
- Spearheaded improvement of organizational data quality for Locations, reducing duplicates by 15%

The Estee Lauder Companies, Inc.   **Nov 2014 – Nov 2018**

Process Engineer   *Melville, NY*

- Responsible for technical project management and process scale-up for market launch of new makeup products.
- Optimized mascara processes, leading to a 30% reduction in duration and 3 weeks of recovered annual capacity

VOLUNTEER EXPERIENCE

University of Calgary   **Mar 2025 - Present**

Volunteer Researcher   *Calgary, AB*

- Researching abnormal heart rhythm detection from ECG data using machine learning classification algorithms (Python, scikit-learn) for potential use in wearable devices

EDUCATION

Master of Science, Data Science and Analytics   **Jan 2025 - Present**

University of Calgary, GPA: 4.0/4.0   *Calgary, AB*

Certificate, Data Science and Machine Learning   **Jul 2021 - Apr 2022**

Metis Data Science Bootcamp   *New York, NY*

Bachelor of Engineering, Chemical and Molecular Engineering   **Aug 2010 - May 2014**

Bachelor of Engineering, Chemical and Molecular Engineering, GPA: 3.5/4.0   *Stony Brook, NY*

CERTIFICATIONS, SKILLS & INTERESTS

- **Skills:** Python, R, SQL, pandas, Data Visualization, Agile Development, Cloud Computing, ServiceNow, ITSM
- **Interests**: Hiking, Camping, Woodworking, Cycling, Baking