

TOMIWA AKINROTIMI

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SUMMARY

- Certified ServiceNow Developer/Administrator with 4 years of experience in building ServiceNow enterprise software solutions. Proficient in designing custom applications and modules using ServiceNow Studio.
- ServiceNow experience with the Tokyo, Utah, and Vancouver releases with a strong emphasis on supporting the ITSM application, understanding customer requirements, and implementing solutions using knowledge following ITIL best practices.
- Adept to developing solutions, procedures, and service standards for project transformation and business excellence.
- Possess good interpersonal skills and communication skills, a team player, and am very proactive in problem-solving.

CERTIFICATIONS

- **ITIL v4 Foundation**
- **ServiceNow Certified Application Developer (CAD)**
- **ServiceNow Certified System Administrator (CSA)**
- **ServiceNow Micro – Certification – Flow Designer**
- **ServiceNow Micro – Certification – Integration Hub**

EDUCATIONS

- **University of California, Berkeley** **August 2019 – July 2020**
Master of Science in Engineering
- **University of Illinois, Urbana-Champaign** **August 2015 – May 2019**
Bachelor of Science in Civil Engineering
Primary: Structural Engineering, Secondary: Project Management

ENTREPRENEURIAL EXPERIENCE

Wooden Edge Studios Founder

Remote
March 2023 – Present

- Launched Wooden Edge Studios to blend my creativity and engineering skills to elevate people's homes with my handcrafted woodworking creations while also focusing on functional design.
- Built woodenedgestudios.com website using AWS, and an external MySQL relational database to efficiently manage customer's data and transactions, minimizing hosting expenses to **\$21.00/month**.

ServiceNow Developer/Admin

- Use development tools in the Widget Editor to write AngularJS, CSS, and GlideScripts to power the service portal.
- Explore advanced scripting techniques using ServiceNow's Glide API, extending the platform's capabilities, and enhancing the overall user experience.
- Develop and implement custom ServiceNow applications and modules for the e-commerce business using Studio. These innovations focused on automation and integration, resulting in a **60%** increase in efficiency.
- Configured Business Rules, Client Scripts, Server Scripts, UI Policies, Script Include, and Scheduled Jobs in Studio.
- Integrated ServiceNow with external SOAP and REST based web services using ServiceNow Integration Hub.
- Develop ESS functionality and implement appropriate workflows using the Flow Designer and Integration Hub.
- Leverage the power of ServiceNow's Customer Service Management (CSM) capabilities to enhance customer support experiences on the website, implementing automated workflows and self-service portals.

- Created ServiceNow knowledge articles for the different departments in the knowledge portal for organizational efficiency and to provide a centralized location to access information.

WORK EXPERIENCES

J.P. Morgan Chase & Co.

Chicago, IL

Associate Software Engineer, Corporate & Investment Banking

February 2022 – March 2023

- Collaborated on automating tasks, enhancing software solutions, and optimizing build processes.
- Developed unit and integration testing cases using the Junit Framework to guarantee the accuracy of pipeline code.
- Actively participated in software release management strategies through the Software Development Life Cycle (SDLC) and the Agile methodology through weekly sprint planning, weekly backlog refinement, and monthly retrospectives.
- Developed a Python pipeline utility script for the Application Development team, converting Network Policies in JSON format to YAML. This innovation significantly reduced manual effort, saving **40%** of time and resources.
- Created and maintained comprehensive JIRA Confluence knowledge articles to facilitate self-service.
- Implemented automated provisioning using Jenkins shared pipeline libraries, streamlining the onboarding of applications to either DEV, QA/UAT, or PROD environments.

HBM Engineering, LLC

Remote

ServiceNow Administrator/Developer

October 2020 – January 2022

- Restructured Service Catalog and Service Portal to improve user experience by **50%**.
- Migrated ServiceNow core ITSM applications/modules from legacy system to ServiceNow..
- Translated stakeholder requirements into fully functional features by working with the implementation project team.
- Created, maintained, and enhanced Incident Management, Problem Management, Service Catalog, Knowledge Management, Self-Service Portals, and Single Sign On (SSO) capability.
- Created data sources and loaded ServiceNow tables with different formats using Import Sets and Transform Maps.
- Collaborated closely with cross-functional teams to gather requirements, perform system testing, and ensured successful integration and deployment of ServiceNow applications.
- Actively participated in the development and customization of ServiceNow applications, employing ServiceNow's CAD functionalities to create tailored solutions that address specific business needs.

Magnusson Klemencic Associates

Seattle, WA

Project Engineering Intern

May 2019 – August 2019

- Assisted with project management tasks such as scheduling, budgeting, and resource allocation.
- Communicated project updates and progress to stakeholders through regular reports, dashboards, and presentations.
- Utilized CAD software to create and modify detailed designs based on field notes and existing documents while adhering to structural engineering design codes.

TECHNICAL SKILLS PROFILE

- **Programming:** JavaScript, Python, Java, PHP
- **Web Dev:** XML, HTML, HTML5, CSS, Angular JS
- **Markup Languages:** JSON, YAML
- **Operating Systems:** LINUX, Windows
- **Database Software:** RDS (MySQL), Amazon Aurora
- **Basic Skills:** MS Office Suites, Excel
- **CI/CD:** Git, GitHub, Bitbucket, Jenkins
- **Methodologies:** Agile/Scrum, SDLC