



# MUNIRU LAMIN

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## TECHNOLOGY & SKILL SUMMARY

- **Programming Languages:** Advanced knowledge in Java, Python, Batch Scripting, C, C++, C#, HTML, CSS, Linux Command Line, MySQL, SQLite, JavaScript
- **Operating Systems:** Advanced knowledge in Centos 7, Ubuntu, macOS, and Windows
- **Technology:** web-development, Amazon-Web-Services (AWS), Linux System Administration, Windows Server 2016, VMware vSphere, Active Directory, Group Policy, Django Framework, Apache HTTP Server, Microsoft IIS, Java Server Pages (JSP), Nginx server, ServiceNow Scripting, ServiceNow Workflows and Flow Designer, ServiceNow UI Policies and Client Scripts, ServiceNow Business Rules, and SLA Management,
- **Ref:** <https://github.com/mlamin1>

## EDUCATION

### **Bachelor of Science | Computer Science**

May

2020 Salisbury University, Salisbury, MD

- **Minor: Mathematics**
- **Relevant Coursework:** Computer Networks, Database Design, and Implementation, High-Performance Computing, Software Engineering, Systems Software, Operating Systems, Design Patterns, and Graphics User Interface, Advance Data Structure and Algorithm Analysis

### **Web Development Courses**

2019 - Present

I have used the Udemy platform to learn a lot about web development. I have taken multiple courses such as Django Framework and web application building and deploying, JavaScript, and C#. Taking these different courses gives me the opportunity to work on projects that relate to things done within the enterprise environment.

## CLEARANCE & CERTIFICATIONS

- |   |                                 |
|---|---------------------------------|
| • <b>Secret Clearance DOD</b>                             | <b>Active</b>                   |
| • CompTIA Security+ (In progress to renew)                | Certified May 2021 – May 2024   |
| • AWS Solution Architect Associate (In progress to renew) | Certified June 2021 – June 2024 |
| • ServiceNow Certified System Administrator               | Certified May 2023              |

## WORK EXPERIENCE

### **ServiceNow Developer**

Booz Allen Hamilton  
Washinton, DC

03/01/2023 – Present

- Actively participate in daily scrum meetings to provide updates on project progress, discuss impediments, and collaborate with cross-functional teams.
- Contribute to the refinement of user stories, providing technical insights and breaking down

tasks into actionable items during sprint planning.

- As a ServiceNow developer, I work with my team to design and configure a comprehensive HRSD New Hire Onboarding Solution within the ServiceNow Platform, Streamlining the entire employee onboarding process the client had requested.
- We collaborated with the Client's HR stakeholders to gather and analyze requirements and compliance of the client network structure, letting us configure the onboarding process to fit their needs.
- I developed and implemented custom workflows, automation, and other processes within ServiceNow to ensure a seamless onboarding experience for new hires while maintaining compliance with client policies.
- Reconstructed the HRSD service catalog and services by introducing intuitive and user-friendly forms for the new hires' requests resulting in a more efficient and engaging self-service experience.
- User ServiceNow integration capabilities to connect the HRSD onboarding process with external systems such as Adobe Digital Signature.
- Utilized JavaScript and ServiceNow Scripting capabilities to enhance system functionalities, automate data population, and enforce dynamic field dependencies.

## **System Administrator**

22<sup>nd</sup> Century Technologies Inc

03/01/2022 – 03/24/2023

Contractor to Congressional Directed Medical Research Programs (CDMRP)

Frederick County, MD

- Provides tier III support to teams, business units, customers, and clients including but not limited to investigation, troubleshooting, and repair of OS & hardware issues.
- Manage and accurately track all system assets including hardware by means of professional documentation.
- Operate on multiple technologies where analysis of situations or data requires an in-depth evaluation of various factors. Improvising and collaborating on solutions while developing long-term solutions.
- Manages O365 technology administration, Microsoft Teams application configuration, best practices, and security.
- Migrated staff of 180 users within the organization from the AMED Domain to the MHS Domain and transferred all user data and applications accordingly.
- Attends monthly meetings to discuss vulnerabilities, potential risks/threats and develop remediation plans.
- Maintain optimal utilization of resources by analyzing performance indicators.
- Maintains high-quality documentation within Jira, including policies and compliance-related information.
- Researches, reviews and recommends hardware and software improvements.
- Leads technical projects involving participants from multiple technology areas of the company.
- Implements group policy to ensure user machines maintain DoD compliance level.

## **Tier 1 Support Technician**

Super Systems INC

07/12/2021 - 02/25/2022

Contractor to Joint Service Provider Service Desk (JSP)

Frederick County, MD

- Support a queue with both civilian and military personnel resolving any computer, networking, software, or hardware issues.
- Manage over 50,000 users and computers in the Active Directory (AD) by monitoring accounts to ensure compliance with the DOD network.
- Install, configure, and maintain PCs, and mobile devices, and resolve common hardware, software, and network issues.
- Utilize Remedy ticketing system to create incident reports/documentation and escalate as needed.
- Assist customers by resolving issues with Microsoft applications such as Outlook, Teams, Excel, and Word.
- Use Turbo ticket to compile notes for the ticketing system and send out default emails to users.
- Assist with onboarding of new Techs and ensure they are qualified to properly administer support to users using the troubleshooting tools provided.
- Manage User email information in Depo.

## Personal Projects

- **Web Development** 2019 - Present
    - Personal & Small Business websites: A website that will be used to manage and network performers and guests at events. By offering a directory of all attendees and offering an interface for hosts to easily coordinate event programs.
- Tech stack: Django as the framework to integrate Python, HTML, CSS, Java, and JavaScript

codes to build the site. I used SQL, and SQLite to manage the database for the website.

- **Software Engineering 2019 -**

2020

- Client Website - Worked together in a team of four to create a website for a client. The client wanted the website to display information to educate the community on health care options, and where to get help if needed. My team and I discussed the project and came up with how we were going to implement the project and the different tools we were going to use. To build the project we used Monday.com to assign the task to different Team members to be completed. We used Pantheon to host our sandbox framework. We used Drupal 8 as the content management framework to deal with connecting the database information to the website. We used the Linux command to access the backend and made the minor adjustment that was needed.

- **High-Performance Computing 2019 -**

2020

- Password Hacking – Creating a program that will run and attempt to crack a password using MPI Parallel. The program will read from a shadow file to parse up the username and encrypted password. The program will also read from a dictionary file in parallel to encrypt words from the dictionary and check against the encrypted password to get a match.
- Search Engine - Creating a search engine program that takes the abstract of a research paper and returns the top 10 papers that relate to what was inputted. The program uses MPI Parallelism, binary search trees, and eigenvectors.

- **Database Implementation 2018 -**

2019

- Personal Database website - I created an HTML and a CSS file that I used for the front page of my website. I use SQL and MySQL to upload data to the server and gather data being retrieved from the website. I also used PHP to connect the database table. This allowed me to make calls and filter the data to present.

## **Motor Transport Operator**

United States Army National Guard

07/12/2016 - Present

One weekend in a month, two weeks in the summer.

Baltimore, MD

- Responsible for transportation of military personnel and supplies to and from various
- Assist leads with transportation coordination of personnel and route efficiency
- Develop knowledge of convoys and tactical movements
- Awarded Army Achievement Medal