

**DAVID GRANT**

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<https://mrdavidgrant.github.io>

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### Summary of Qualifications:

Full Stack web developer with keen fascination with process improvement and the intersection of hardware and software. Certified intermediate ServiceNow Administrator and Developer.

### Skills and Accomplishments:

WEB DEVELOPMENT: (examples available at [mrdavidgrant.github.io](https://mrdavidgrant.github.io))

Scripting, Programming, Development, and Troubleshooting experience in:

- Nodejs, Express, Ruby (Rails), AJAX
- PostgreSQL, Mongo
- Javascript, jQuery, SASS, REACT

### SERVICENOW:



ServiceNow Certified System Administrator (2016) – Geneva Platform

Primary ServiceNow System Administrator/Developer. Day-to-day ServiceNow Activities including access control, creation and modification of UI, Workflows, Order Guides, User Access Control. Controlled update set deployment. Map out workflows and processes and creating automated workflows within ServiceNow (often requiring JavaScripting). Ensure Access Control and appropriate approvals are received prior to granting user access. Liason for Change Management. Create and analyze analytics reports for Phone Team. Familiar with Request, Incident Management, Problem Management, and Change Management modules.

### Relevant Experience

METROLINX, Toronto ON

ServiceNow Primary System Administrator/Developer

Sept 2015 – Nov 2016

- Primary first line support for ServiceNow ticketing system
- Consult, design, create workflows in ServiceNow
- UI, ACL, Business Rule management and creation
- Track all work in ServiceNow ticketing system

### Formal Education

LIGHTHOUSE LABS

September 2017 – October 2017

MOHAWK COLLEGE

September 2006 – May 2007

NOVA SCOTIA COMMUNITY COLLEGE

September 2005 – December 2006

UNIVERSITY OF WINDSOR, ON

September 1997 - June 2000

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