



Armando Osorio

SERVICENOW/FULL-STACK DEVELOPER

ICF

EXPERIENCE OVERVIEW

GOVERNMENT AGENCY CONTRACTED WORK (ICF)

ServiceNow Developer, ServiceNow Custom Application, HHS/OASH, 2021 - present. Scripted customizations on top of and parallel to ServiceNow out-of-the-box functionalities, completely reimagining the capability of ServiceNow. Completed and re-developed any expectations given by the client, making sure to have all development completed by all sprint end-dates and wrapped around the idea that with enough time and effort, anything can be done on the ServiceNow platform. Taking on such a project that strayed away from default capabilities allowed for a deeper understanding of the client's specific needs and being able to sell and create a product that has little to no compromises with the client. The development of this project extended beyond the database and console functionality of the app, into end-user experience from both the front end and the back-end.

ServiceNow Developer (AngularJS), Range Finder, US Army, 2021. During this Army Range Finder Proof of Concept, we developed an application that would create a booking calendar with map data to all US Army shooting ranges so that their personnel can search and book non-conflicting dates to specific ranges. This application would rely heavily on 3rd party integration tools such as customized calendars to work and be implemented into ServiceNow, as well as the ability to fetch data from legacy databases. All front-end application was accomplished through AngularJS deployed within ServiceNow for data integrity. Aside from development, I was part of the team that showcased the application functionality as it was being developed to ranking officers within the US Army.

SERVICENOW APPLICATION INTEGRATIONS

ServiceNow Developer, Customer Service Management, ICFNext, 2022-present. Use the Customer Service Management Application from ServiceNow and integrating it with ServiceNow Request Management to establish additional behaviors to approval processes, service portal access and views, and include/script customizations to fit the business' needs. Extending from CSM, I also customized ServiceNow's Change Management Application to provide additional functionality to business' needs.

FULL-STACK WEB DEVELOPMENT

Senior Tutor/TA, Trilogy Education, 2021-present. While at Trilogy Ed., I provide technical and instructional support to lead instructors as well as student support regarding all technologies used in the courses in the form of individual and group sessions, guiding student full-stack

Education

- B.A., Film & Media, University of California Irvine, 2020

Certifications and Training

- Full-Stack Web Developer Certification, University of California Irvine
 - Certified System Administrator, ServiceNow, Certificate No. 22522377
-

projects and helping architect the creation of applications from databases up into the front-end using the following technologies:

- MERN Stack – MongoDB, Express, React, Node.js.
- MERN with GraphQL and Apollo Server integration.
- MVC Framework with MySQL.
- API testing with Postman and Insomnia.
- Creation of ORMs and usage of Sequelize and Mongoose.
- Deployment with GitHub and Heroku.

SELECTED PUBLICATIONS AND PRESENTATIONS

Knowledge Article: Osorio, Armando. (2022). ServiceNow-React.js. Retrieved from (ICF Knowledgebase)
<https://icfonline.sharepoint.com/:w:/r/sites/Testteam965/Shared%20Documents/Knowledge/05.%20Development/ServiceNow-React.js.docx?d=wefb274f3e494428b884618416e4e52a9&csf=1&web=1>.

AWARDS, Recognition and COMMENDATIONS

HTML/CSS Badge, 2020

JavaScript/jQuery Badge, 2020

Node.js and Express Badge, 2020

React.js Badge, 2020

SQL and NoSQL Databases Badge, 2020

SECURITY CLEARANCES

Public Trust Clearance

LANGUAGES

English: Native

Spanish: Native

French: Speaking/Writing Advanced

EMPLOYMENT HISTORY

ICF	ServiceNow Developer	2021– present
Trilogy Education	Senior Tutor/TA (Full-Stack)	2021– present
Ralph Lauren	Operations Coordinator	2018–2021

University of California, Irvine

Content Producer

2017–2020