

NATHAN A. FERNANDEZ

Danville, CA | 510.778.0225 | nferna.com

OBJECTIVE

ServiceNow DevOpsAdmin: development, admin, operations

SUMMARY OF QUALIFICATIONS

- Strong proficiency in JavaScript, ServiceNow APIs, and various scripting aspects.
- Extensive experience in configuring and customizing ServiceNow applications, including ITSM, Service Portal, and Scoped Applications.
- Proven ability to design and develop ServiceNow applications, workflows, and integrations
- Expertise in 3rd Party Integrations Development (REST, SOAP, MID Servers).
- Knowledge of Agile project management practices.
- Understanding of the modular, containerized approach used in microservices development, enabling DevOps principles and efficient CI/CD pipeline processes.

CERTIFICATIONS

Certified Application Developer

ServiceNow, ID 23711164

Certified System Administrator

ServiceNow, ID 23604081

TECHNICAL

Languages: Python, JavaScript, TypeScript, Java, SQL,

HTML5/CSS, Swift, Bash, C

Frameworks and Technologies: AngularJS, Bootstrap, jQuery, Node.js, React, Next.js, Express.js

EXPERIENCE

IRM Authority, ServiceNow Junior Developer

July 2022 – Current

- Assembled solutions through the CI/CD of apps containing flows, business rules, UI policies, UI actions, widgets, pages, catalogs, notifications, script actions, REST/SOAP messages, and ACLs.
- Responsible for administering the upgrade and updates to and from the Vancouver release.
 - Specific projects include a seamless integration with the UCF framework's common controls, resulting in a significant reduction in compliance-related workload.

Wyzant, Computer Science Tutor

February 2021 – January 2022

- Partnered with institutions and organizations to provide educational support services.
- Presented various technical topics, including database systems, Big-O, and DSA where I synthesized complex concepts into practical solutions.
 - Key areas of expertise: Regression, Time series, Data Analysis, Classic ML & Advanced ML.

Mira Brands, Data Science Intern

August 2019 – September 2021

- Took the initiative to fashion the implementation of a MySQL database to enhance our data analytics capabilities.
- Developed a web scraper to periodically monitor product rankings to make actionable information from advertising campaigns by applying basic statistical methods.
- Determined effective search terms to optimize page rankings on Amazon's A9 engine.

EDUCATION

University of Oregon

Bachelor of Science, Economics with an emphasis in Statistical Analysis & Minor in Computer Science

EXTRACURRICULARS

iOS Development Club, University of Oregon

- VP | March 2021 – June 2022
 - Funneled my passion for developing applications and teaching others how to build.

Men's Lacrosse, University of Oregon

- FOS | October 2017 – January 2019