



# NEIL MARTIN R. ORBASE

US ARMY VETERAN | SECRET CLEARANCE | ANALYST/DEVELOPER  
PITTSBURG, SF BAY AREA, CA

## SKILLS

**INDUSTRY:** Technology,

Government, Payroll,  
Autonomous Vehicles

**ESSENTIALS:** Teamwork,  
Leadership, Emotional Intel

**OS:** Windows, macOS

**PRODUCTIVITY:** Google Suite,  
Office 365, iWork, Lucidchart,  
Visual Studio Code

**DATA ANALYTICS:** Splunk

**BUSINESS INTEL:** Looker, Mode

**CRM/SaaS:** Salesforce, CRM 365

**CLOUD/ITSM:** ServiceNow

**E-COMMERCE:** Solidus, Magento

**WEB DEV:** HTML, CSS, JavaScript

**COLLABORATION:** Github, iCloud,

Google, Dropbox, Box,

SharePoint/OneDrive

**COMMUNICATION:** Slack, Zoom,  
Microsoft Teams

## EDUCATION

**SERVICENOW TRAINING**

**2020 • NPOWER/ACCENTURE**

Service Admin, CSM, HR, ITSM

**FRONT END WEB DEVELOPMENT**

**2020 • GALVANIZE**

HTML, CSS, JavaScript, Github

**ACCREDITED CONFIG ENGINEER**

**2017 • PALO ALTO NETWORKS**

PAN-OS ACE: Firewalls Mgmt

**ENTERPRISE SERVICE MANAGEMENT**

**2017 • NPOWER**

ITIL, Splunk Power User

## EXPERIENCE

**APPLICATION DEVELOPMENT ASSOCIATE • ACCENTURE • 2020 – PRESENT**

- Trainings and development with multiple avenues within the ServiceNow platform: Admin, HR, CSM, and ITSM.
- Conducting agile sprints for peer projects with various team sizes.
- Application troubleshooting via E-mail/Telephone customer support.

**COMPLIANCE ANALYST | LEGAL IP AUDIT • JUUL LABS, INC. • 2018 – 2020**

- Analyzed 5.5k records monthly following Legal department SOPs within e-commerce and warranty portals. Ensured 100% accuracy of compliance with local, state, and federal regulations.
- Monitored accounts via Salesforce for fraudulent activity and provided daily audits. Updated SOPs and training documentation.

**NON-COMMISSIONED OFFICER | TEAM LEADER • U.S. ARMY • 2010 – 2019**

- Responsible for monthly inventory audits and generating expense report close-outs which saved the company \$60k in oversights.
- Setup basic DOD network access in which 80% of operations relied on access to facilities, classified communication, and training for over 30 personnel.

**R&D TEST SPECIALIST • CRUISE AUTOMATION • 2017 – 2018**

- Worked in teams monitoring autonomous vehicle behaviors and logging software issues.
- Worked on ad hoc projects and provided detailed audit reports at 100% accuracy for engineers based on car's performance, procedures, and tests in order to collect data for engineering team.

**CUSTOMER SERVICE REP • SOCIAL SECURITY ADMINISTRATION • 2014–2016**

- Assisted the public by resolving issues via wage and conserved funds reports which saved clients over \$500k in federal benefits.
- Audited 3k confidential records to ensure correct documentation for retirement and SSI claims valued over \$135 mil.

**COMPUTER OPERATOR • ADP, INC. • 2007 – 2013**

- Analyzed data and generated audit reports using Excel and company proprietary software which eliminated inefficiencies of clients' payroll delivery rates by 70%.



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