

JOEL BROWN

PROFESSIONAL SUMMARY

Experienced ServiceNow Developer proficient in a variety of programming tools and languages, with three years of relevant experience. Known for adeptly solving complex problems with an analytical and motivated approach. Committed to meeting demanding development goals within strict timelines, consistently delivering high-quality code. Skilled at technical leadership, effective communication, and impactful presentations, navigating the entire project life cycle from conceptualization and design to seamless implementation and integration for successful outcomes.

WORK HISTORY

ServiceNow Developer, 04/2023 - Current Cask, Houston, United States

- Government Clearance - Public Trust (USDA project)
- Enhanced system efficiency by developing and implementing ServiceNow applications and modules.
- Developed comprehensive training materials to increase user adoption rates and maximize ROI on the ServiceNow investment.
- Developed robust reporting dashboards that provided actionable insights for informed decision-making across various organizational levels.
- Created software applications in test-driven development environment.
- Collaborated with multidisciplinary teams to design and implement new technology features.
- Contributed ideas and suggestions in team meetings and delivered updates on deadlines, designs, and enhancements.
- Designed and developed forward-thinking systems that meet user needs and improve productivity.

Technical Product Specialist, 03/2021 - 06/2022 PTI Security Systems, Atlanta, GA

- Researched product's technical specifications and accurately communicated information.
- Continually expanded knowledge of PTI Security System application Storlogix product line.
- Assisted with demonstrations for PTI Security System hardware and software to showcase functionality.
- Work with SQL databases, streamlining analysis procedures for efficiency and accuracy.



Fortine, TX 76120



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CERTIFICATIONS

- ServiceNow Certified Application Developer.
- ServiceNow Certified System Administrator
- ServiceNow Micro-Certification - Flow Designer
- ServiceNow Micro-Certification - Integration Hub

SKILLS

- JavaScript programming
- Agile Process
- Scoped Applications
- ITIL
- ServiceNow Administration
- Test management
- Service Portal Design
- Business Rules
- Client Scripts
- Applications Development

WEBSITES, PORTFOLIOS, PROFILES

- <https://sharifbey18.github.io/tekbr anch-solutions/>

EDUCATION

Apprenticeship Program, ServiceNow Development, 05/2024 New Apprenticeship - San Antonio, TX

As being apart of New Apprenticeship I been able to learn ITIL foundation as well as ServiceNow processes when it come to IT product lifecycle. The program has prepare me for task and jobs in space of technology and is

- Implemented updated version of Storlogix product as well create cloud base site procedures to rectify issues in data collection and analysis.

Customer Service Agent, 04/2009 - 07/2020

Delta Airlines, Atlanta , GA

- Contributed to company achieving and holding industry-leading customer service ratings.
- Demonstrated high attention to detail, organization, and ability to manage multiple tasks and projects simultaneously.
- Operated PA system to make announcements regarding flight activity.
- Coordinated with ramp agents to successfully store, remove and transport customer baggage.

recognize by Department of Labor
as national apprenticeship program.

**Some College (No Degree),
Mathematics**

Morehouse College - Atlanta, GA

**Professional Certificate, Google
Cloud Certification: Cloud Engineer,
01/2021**

E-Coursera - Online

**Professional Certificate , Google IT
Support Specialization, 01/2021**

E-Coursera - Online