SHAWN BUNCH

Pursuing a professional path in the field of software development

862-432-2859 / shawnbunch@gmail.com / Dallas, TX / 75207



OBJECTIVE

Highly motivated IT analyst with 10+ years of experience, looking to shift gears and pursue a career in software development. Excited to bring my expertise in database management and knack for problem-solving into a creative and collaborative software development environment. Eager to leverage my technical skills and passion for coding to contribute to a dynamic team in designing innovative and efficient applications. Seeking an opportunity to channel my attention to detail and love for building impactful software solutions that drive business growth.



WORK EXPERIENCE

CONFIGURATION MANAGEMENT DATABASE ADMINISTRATOR NOV 2019 – MAY 2023

*GM Financial / Arlington, TX*

* Orchestrated the management of a ticket queue within the ServiceNow platform, ensuring an exceptional 99% data accuracy and comprehensive Configuration Management Database (CMDB).
* Organized and conducted monthly training sessions, delivering comprehensive overviews of the ServiceNow platform and sharing valuable insights on navigating, sorting, and filtering data within the system. Additionally, created and produced instructional videos for online training purposes.
* Assumed leadership responsibilities for CMDB certifications and data audits, encompassing diverse tasks such as coordinating audit calendars, establishing data filters and schedules, and developing automated notifications and metrics to monitor progress effectively.
* Devised and executed a novel change management approval standard, resulting in substantial reductions in lead times for approving and implementing changes across all IT Service Management (ITSM) users.
* Spearheaded initiatives to minimize the count of ServiceNow IT Infrastructure Library (ITIL) licenses. Implemented changes that strictly adhered to the principle of least privilege, resulting in substantial cost savings of over $80,000 in the inaugural year.
* Authored and published various documentation pieces, including the CMDB Process Document, ServiceNow Group Governance guidelines, and Data Retention policy.

IT ANALYST APR 2014 – OCT 2019

*Federal Reserve System / Dallas, TX*

* Implemented change requests and incidents to manage IT asset data and relationships in the Federal Reserve CMDB.
* Ran monthly compliance reports to help ensure 99% data accuracy and completeness.
* Created various reports and metrics using WebFOCUS BI and Excel to help identify trends and patterns in data logging.
* Documented multiple asset management procedures and published them to our team site.
* Led efforts in annual audit reports for all Federal Reserve districts and support teams in an effort to track data management in addition to discovering areas for improvement in data input and maintenance.
* Lead organizer for creating a tool in Kinetic Service Portal that adds and updates CMDB data. This tool ensures all requested updates remain in compliance with enterprise data standards and also integrates with Change and Incident Management policy.

TIER 1 APPLICATION SUPPORT OCT 2013 – MAR 2014

*Tekmark Global Solutions / Red Bank, NJ*



EDUCATION

RUTGERS UNIVERSITY MAY 2013

*Bachelor of Arts in Information Technology and Informatics New Brunswick, NJ*

SMU CODING BOOT CAMP SEP 2023

*Full Stack Web Development Program Dallas, TX*



SKILLS AND CERTIFICATIONS

* JavaScript ES6+, CSS3, HTML5, SQL, NoSQL, GitHub, MongoDB, MySQL, Express, React, Node, Handlebars, jQuery, Bootstrap
* ServiceNow Platform and ITSM components (CMDB, Change, Incident, Catalog Items, Performance Analytics, Reporting, Dashboards, Relationship and Dependency Mapping, ServiceNow Groups
* MS Office Suite (Excel, Word, PowerPoint, etc.)
* ITIL Foundations v3 certified

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