

Tierra Barrow

Los Angeles, CA (Remote, PST)

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PROFESSIONAL SUMMARY

Healthcare-focused Senior Software Developer with 6+ years of experience designing and implementing workflow automation, integrations, and enterprise platform solutions within hospital systems. Skilled in ServiceNow development, JavaScript scripting (Glide, UI policies, business rules), and API integrations that align with ITSM principles. Strong background in front-end engineering, system configuration, and interoperability between healthcare systems. Experiences working cross-functionally with EHR, IT, and automation teams at Cleveland Clinic to build scalable, compliant digital tools.

CORE COMPETENCIES

REST/SOAP API Intergration | PowerBI | Azure Healthbot | HTML/CSS | React | OAuth | Workflow Automation | Agile/Scrum | ITIL Concepts | Troubleshooting & Optimization

PROFESSIONAL EXPERIENCE

Software Developer II | Cleveland Clinic Hospital

2022-2025 | Remote, Cleveland, OH

- Designed and maintained customer workflows and UI components across internal healthcare systems, integrating with ServiceNow for ticketing and automated request handling.
 - Developed and supported REST API integrations between ServiceNow, Azure, and hospital data systems for real time updates and incident tracking.
 - Build automation scripts and business rules using JavaScript and Glide logic to enhance service request efficiency.
 - Collaborated with ITSM and clinical support teams to improve ServiceNow incident management, problem management, and knowledge module.
 - Led the front-end implementation of a GPT-4-powered chatbot integrated with Azure and ServiceNow to streamline staff self-service requests.
 - Created Power BI dashboards visualizing platform performance, ticket resolution time, and automation impact.
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Software Engineer II | Medlink Staffing Enterprise SaaS Client)

2016-2023 | Remote

- Supported ServiceNow ITSM ticketing and automation workflows for enterprise customers in healthcare, logistics, and retail sectors.
- Resolved Tier 3 integration issues involving API connectivity, authentication (OAuth, SSO, SCIM), and data transmission between ServiceNow and third-party systems.
- Collaborated with internal development teams to test and deploy Customer ServiceNow scripts, notifications, and integrations.
- Wrote and maintained technical documentation for workflow automation, incident response, and escalation procedures.
- Partnered with cross-functional IT and product teams to implement process improvements aligning with ITIL standards.

PROJECT HIGHLIGHT

Erra Automation Platform

Role: Creator, Developer & Systems Architect

Overview:

Spearheaded the design and development of Erra, a multi-tenant automation platform built to unify ITSM-style ticketing, workflow orchestration, and API-driven communication across healthcare, logistics, and retail environments. Inspired by ServiceNow's architecture, the platform delivers a lightweight yet enterprise-grade solution that enables clients to automate business operations, integrate third-party systems, and streamline request management through a single intuitive interface.

Key Contributions:

- Architected a modular workflow automation engine that mirrors ServiceNow Flow Designer logic for request intake, ticket routing, SLA tracking, and approval workflows. Built dynamic state machines and queue logic to categorize and prioritize service requests, ensuring adherence to defined response and resolution times.
- Designed a scalable system architecture consisting of a React.js and TypeScript frontend, Supabase SQL backend, and a Make.com powered orchestration layer for workflow provisioning. Integrated real-time updates using Postgres Change Capture (CDC) and WebSocket subscriptions for instant ticket status visibility.
- Engineered multi-platform REST API integrations for Google, Facebook, Twilio, and internal CRMs using OAuth2 authentication, webhook triggers, and token refresh handling. Created a secure credential management module with encrypted storage and masked UI views to prevent credential exposure.

- Implemented automation provisioning at scale, enabling 400+ pre-built workflow templates across 15 industries to be activated, customized, and deployed through a user interface. Each automation scenario runs in isolation to maintain multi-tenant data integrity and prevents cross-client impact.
 - Reduced manual intervention by 65% through trigger-based workflows that handle data entry, follow-ups, and notification routing. Introduced SLA-based escalation rules that automatically reassign tickets nearing resolution deadlines, improving compliance reducing backlogs.
 - Developed a built-in analytics dashboard leveraging Power BI and Supabase queries to visualize automation metrics, request throughput, and SLA performance, empowering administrators to make data-informed operational decisions.
 - Integrated ITSM and CMDB principles to establish a structured hierarchy for assets, incidents, and service requests, promoting consistency and governance across business units.
 - Led the platform's technical roadmap and lifecycle, aligning architectural design with enterprise automation standards, HIPAA compliance requirements, and data governance best practices.
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TECHNICAL STACK

- Languages: JavaScript, HTML, CSS, SQL
 - Frameworks & Tools: React, Storybook, Node.js, PowerBI, Postman, Git, Supabase
 - Platform: ServiceNow, Azure, Sanity CMS, Zendesk
 - APIs & Auth: REST, SOAP, OAuth 2.0, Webhook, JSON
 - Collaboration: Jira, Confluence, Slack, Microsoft
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EDUCATION

BA in Computer Science - CSU

GPA: 3.75

Full Stack Software Development Bootcamp- Irvine, CA