

## **Tierra Barrow**

Los Angeles, CA (Remote, PST)

[TierraBCodes@gmail.com](mailto:TierraBCodes@gmail.com) | [Github.com/tcodes27](https://github.com/tcodes27)

---

### **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.
-

## Engineer Support 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: (Only) Lead Developer & Systems Architect

Overview:

Developed a unified automation platform integrating ITSM-style ticketing, workflow orchestration, and API-driven system communication for multi-industry clients.

#### **Key Contributions:**

- Architected and implemented modular workflow automation mirroring ServiceNow Flow Designer for ticketing creation, routing, and SLA tracking.
  - Engineered REST API integrations across platforms (Google, Facebook, and internal CRMs) using OAuth2 and webhooks.
  - Designed a scalable backend system with Supabase SQL and React.js frontend dashboard for managing automation rules and service requests.
  - Built secure authentication flows and token management to handle client-specific automation pipelines.
  - Automated repetitive business processes through trigger-based workflows, reducing manual intervention by over 60%.
  - Applied ITSM principles to ensure structured request handling, service categorization, and data consistency across integrations.
  - Led the system's technical roadmap, ensuring alignment with enterprise automation standards and compliance practices.
-

## 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

---

## EDUCATION

BA in Computer Science - CSU

GPA: 3.75

Full Stack Software Development Bootcamp- Irvine, CA