SABRINA BACCAM

Data Analyst &
Servicenow Developer

⊙ Austin, TX

⊕ https://unbirthdays.github.io/

*All projects available on my personal website.

WORK EXPERIENCE

ServiceNow NextGen Teaching Assistant
ServiceNow (via Creating Coding Careers)
April 2024 - December 2024

- Assisted a ServiceNow instructor with teaching ServiceNow technologies to 60+ students in the ServiceNow NextGen Program
- Hosted solo office hours to review material regarding ServiceNow fundamentals, Flow Designer & Automated Test Framework testing, scripting, Application Engine Studio, etc.
- Collected and tracked data daily over multiple 10-week durations for 50+ students, handled problems through problem management

Data Fellow
Cop the Data (via Bluebonnet Data)
July 2024 - October 2024

- Prepped ACT4 SA's Cop the Data dashboard for public launch by finalizing data infrastructure, clean up, visualizations, and integrations to help Texas police precincts identify and track police misconducts to prevent "wandering officers"
- Automated real-time data uploads via Power Apps to a Power BI visualization through Power Automate workflows connecting to an Azure SQL database

ServiceNow Developer Pre-Apprentice
New Apprenticeship
February 2024 - May 2024

- Participated in an advanced ServiceNow pre-apprenticeship coding program as part of an Agile team led by a ServiceNow architect
- Developed a human resource application through custom application building, Flow Designer, and scripting (UI Policies, UI Actions, Client Scripts, Business Rules, Script Includes, etc.) on ServiceNow

ServiceNow RiseUp / NextGen Extern
ServiceNow
October 2023 - December 2023

- Participated in a 10-week externship program to utilize the technologies in the ServiceNow ecosystem
- Acquired hands-on experience and created real-world projects surrounding coursework in scripting (Javascript), Flow Designer & Automated Test Framework, IT management, data management through the configuration management database (CMDB), Business Rules scripts, UI actions & UI policies, Service Catalog, etc.
- Developed a capstone project aptly named Meal Connections utilizing ServiceNow fundamental application components and scripting to connect people experiencing food insecurity and vendors donating food

EDUCATION

THE UNIVERSITY OF TEXAS AT AUSTIN

- Bachelor of Arts in Economics

DEVMOUNTAIN

- Software Engineering Certification in Data Analytics

CERTIFICATIONS

- ServiceNow Certified System Administrator (CSA)
- ServiceNow Certified Implementation Specialist - ITSM (CIS - ITSM)
- ServiceNow Certified Application Developer (CAD)

TECHNICAL SKILLS

Languages: JavaScript, GlideScript, SQL, Python, HTML, CSS
Frameworks & Libraries: GlideSystem API, Pandas, NumPy, Matplotlib, Seaborn, Scikit Learn, SciPy, Axios, Express.js
Database/Industry Tools: Jupyter Notebook, Power BI, Tableau, Excel, Google Sheets, DBDesigner, LucidChart, Notion
Other: ServiceNow, Azure, Power Automate, Trello, Microsoft Office, Figma, Git, GitHub, Node.js, Salesforce CRM

PROJECTS*

- **Gotcha Pawn Gachapon**
A ServiceNow application using randomized weighted queries to collect digital toys
- **Meal Connections**
A ServiceNow application connecting people with vendors that donate food to those in need
- **Cop the Data**
A data science project to help track and prevent police misconduct in Texas police departments