Zaidong Yang

ServiceNow Developer

Accomplished developer with 3 years of experience in scoping, designing and executing ServiceNow solutions for a large healthcare organization. Streamlined onboarding for external health providers and registry nurses by reducing process time by 50% via workflow and automation.

Personal Info

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WWW
https://chrisyang.io

GitHub
https://github.com/zaidongy

LinkedIn
https://www.linkedin.com/in/zaidongy

I Speak

Javascript

Python

C / C++

HTML5

CSS/SCSS

I Use

ServiceNow, Studio, Git, Node.js, Express, React, AngularJS, MongoDB, Visual Studio Code, Sublime, jQuery, AWS, Heroku, Apache, Linux

I Do

EDM Enthusiast

Rock Climber

Tennis Player

Leader/Mentor

World Traveler

Certifications

Oct 2015
ITIL® Foundation Certificate in IT Service Management

Jul 2019
Micro-Certification – Service Portal

Experience

Nov 2016 - present

EIS Systems Analyst (ServiceNow)
Cedars-Sinai Health System

Integration & Automation
- Established backend web server via Node JS to integrate with Slack events API to display information about a ticket instantly
- Developed integration with Active Directory using Powershell activities to move users into security groups, automating 70% of manual tasks

Service Portal & Notifications
- Developed and customized 5 Service Portal widgets to enable better end user experience and to align with our company branding
- Wrote 65 email scripts to completely redesign over 350 ServiceNow notifications and templates in a reusable way to match our company style guide

HR Service Delivery
- Transitioned email and phone process into ServiceNow record producers which reduced HR non-employee onboarding time by 50%
- Served as the main ServiceNow technical resource to help HR Service Center to understand the tool which enables their day-to-day tasks. They receive on average 157 calls and 220 cases daily

Service Catalog
- Published 100+ items in IT and HR catalogs using custom workflows and import sets
- Developed and refactored code using script includes to cut down on technical debt

Reports & Dashboards
- Published 250+ reports and 28 dashboards to highlight trends and streamline group queues within the organization
- Transitioned 40+ dashboard from legacy homepages to enable advanced functionalities such as content blocks and tabs

Jul 2015 - Nov 2016

Technology Analyst
AIG
- Junior Project Manager - Managed Windows 2003 Servers EOL Migration project to transition over 100 out-of-compliance servers to newer operating systems
- Junior Change Manager - Prepared and presented a weekly report of around 30 change items for CAB of 8 directors and VPs to assess risk and minimize business interruptions

2013 - 2014

Software Engineer, Intern
Production Data Inc.
- Designed and implemented graphics software to read, view, edit, and print digital data which drastically increased user productivity (3x more surveys per day)
- Implemented algorithms for 3 product features which allowed users to smooth curves, remove impulse noises, and remove signal offsets

Notable Projects

Oct 2014 - Mar 2015

Upper Body Activity Classifier
Transforming sensor signals into meaningful decisions - https://bit.ly/2JAXePS
- Developed two-level classification tree to classify Wolf Motor Function Test (WMFT)
- Optimized code to minimized sensor error using Zero Velocity Update (ZUPT)
- Implemented Dynamic Gravity Subtraction algorithm to reduce accelerometer noise

Jan 2015 - Mar 2015

SmartGlove
Control the world through your fingertips - https://bit.ly/2LraVmn
- Invented electronics for a hand glove that communicates with computer to perform various functions such as creating a drum set and controlling powerpoint slides
- Developed Arduino firmware for the glove to process glove sensor inputs, and client software to process different functions on the computer
- Enabled bluetooth which allows glove to wirelessly connect to client up to 18 meters

Education

Sep 2011 - Jun 2015

University of California, Los Angeles (UCLA)
B.S. in Electrical Engineering, Signals and Systems focus