



ABOUT

Creative developer with strong experience designing, building, and maintaining automated workflows and business applications. Proven ability to deliver solutions in platforms such as ServiceNow and SharePoint, improving efficiency, reliability, and user experience. Self-directed and consistent, with a talent for translating stakeholder requirements into stable, scalable solutions.

SKILLS

Platform Development

- ServiceNow development and configuration
- Workflow planning and implementation
- Developing new workflows and process solutions
- Form, catalog, and widget development
- Business rule and client script development
- Script maintenance and customization

Integration & Data

- API integration and troubleshooting
- Scripted REST API development
- Troubleshooting migration and integration
- Verifying and resolving data discrepancies
- Table optimization and data modeling
- Cross-system reconciliation and mapping
- Import set and transform map development

Solution Delivery

- Identify bottlenecks and processing problems
- Customer collaboration for implementation
- Requirement collection and advisement
- Platform options and ability presentations
- Leading development planning and design
- Documentation and data contracts
- Root-cause analysis and resolution

Supporting Platforms & Tools

- JavaScript with jQuery custom dashboards
- SharePoint management and development
- Salesforce administration and management
- Custom automation and tooling
- Update set and instance management

HISTORY

WWT | Lead ServiceNow Developer

February 2026 to Present

- ServiceNow subject matter expert and lead
- End-to-end integration architecture and design
- Full project roadmap and sprint planning
- Agile delivery leadership across ten sprints
- Technical ownership of API and data design
- Secure REST API and staging development
- Cross-system data reconciliation mapping
- Stakeholder and external SME coordination
- Integration security: mTLS, PKI, credentials
- Technical documentation and data contracts

Aleut | Platform Developer

November 2022 to August 2025

- JavaScript with jQuery custom dashboards
- API integration and troubleshooting
- Form customization and workflow automation
- Widget development and table optimization
- Catalog design and script maintenance
- Business rule and client script development
- Requirement collection and solution design
- Leading platform options and presentations

MrFieldTech | Developer

March 2017 to Present

- Custom automation and script development
- Platform customization and integration
- Solution design and implementation
- Application deployment and lifecycle management
- Client requirement gathering and delivery

USfalcon | Solutions Technician

March 2022 to November 2022

- Custom automation tool design and development
- Asset tracking system build and implementation
- Process automation and manual task reduction
- Direct customer troubleshooting and support

CSES | Solutions Technician

September 2021 to March 2022

- System configuration and software controls
- Solution planning and implementation
- Customer solution advisement and delivery
- Full-system programming and setup

REFERENCES

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