

JAMES B. MATTHEWS

Greater Atlanta Area

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Summary

Software Engineer, certified as ServiceNow Administrator & Developer with an aptitude for leadership & intuitive design, seeking full-time developer opportunities.

Work Experience

Software Engineer

Insight Enterprises, Inc.

Feb. 2020 – Present

- > Specialized ITSM development concentrated in INC, REQ, Service Catalog & Portal
- > Scrum development cycles, including Sprint planning, estimations & retrospectives
- > Lead customer satisfaction survey overhaul with ServiceNow Qualtrics integration
- > Received CAD certification, maintained deltas & built mobile app to help team study
- > Leveraged ServiceNow's Glide API library to modify, customize & extend functionality
- > Volunteered for opportunities to foster team excellence & host lunch learning sessions

ServiceNow Developer

Thompson Technologies, Inc.

Sep. 2019 – Nov. 2019

- > Supported Incident, Problem, Request ticketing & CSM portal development
- > Developed technical solutions for user stories submitted within Scrum Sprints
- > Utilized the ServiceNow Glide API, performing basic scripting with JavaScript
- > Attended daily Scrum stand-ups, sharing solutions & providing progress updates
- > Assisted core CSM implementation planning, development & data migration

ServiceNow Consultant

Highmetric, LLC (NewRocket)

Oct. 2018 – Jul. 2019

- > Customization using UI Policies, UI Actions, Client Scripts & Business Rules
- > Routine ITSM systems discovery, integration & implementation development
- > Service Portal branding & development, utilizing HTML, CSS & JavaScript
- > Conducted UAT testing, creating test scripts & providing verbal instruction
- > Generated service catalog items, order guides, access controls & user criteria
- > Engineered dashboards, KPI & SLA key performance analytics & reporting

Director of Educational IT Services

Virtuant, LLC.

Aug. 2016 – Oct. 2018

- > Remote & on-site course delivery of Python, Ansible, Docker, Kubernetes, & Git
- > Configured cloud-based learning environments with actionable modeled datasets
- > Crafted comprehensive curriculum, accompanying slide deck & lecture material
- > Maintained full courseware catalog & department relevant GitHub repository
- > Built ecommerce website to facilitate course sales, using WordPress
- > Acquired pre-existing courseware materials & adapted to customer specifications

Instructor, Designer & Courseware Developer

Prognosive Corp.

Jan. 2015 – Aug. 2016

- > Assisted remote delivery of proprietary Hadoop, Spark, & AWS courseware
- > Participated in client-facing course conception planning, design & configuration
- > Troubleshooting real-time developer environments remotely, utilizing SSH & RDP
- > Salesforce Trailhead trained, CRM automation & Apex development exposure

Skill Set Summary

Development: JavaScript, Python, SQL, HTML, CSS, Git, WordPress, Angular JS, Jelly, RegEx

Software: ServiceNow, Qualtrics, GitHub, Docker, Ansible, AWS, Azure

Operating Systems: Mac OSX, Ubuntu, Windows

Certifications

ServiceNow Application Developer

ServiceNow, Inc.

License# 24619568

Programming for Everybody (Python)

Coursera, Inc.

License# UDJPNBFZGHHZ

ServiceNow System Administrator

ServiceNow, Inc.

License# 172001807

Using Python to Access Web Data

Coursera, Inc.

License# RWHQ9ZBWNBMV

JavaScript Fundamentals

Solo Learn, Inc.

License# 1024-5652046

DevOps Fundamentals

Cloud Academy, Inc.

License# 11026029

Python Data Structures

Coursera, Inc.

License# NYPX5AMJPY8C

Configuration Management Tools

Cloud Academy, Inc.

License# 10993237

Docker & Container Technologies

Cloud Academy, Inc.

License# 10990594

HTML Fundamentals

Solo Learn, Inc.

License# 1014-5652046