



JACKSON TURNER

Lead Servicenow Developer

✉ support@qwikresume.com

☎ (123) 456 7899

📍 Los Angeles

🌐 www.qwikresume.com

PROFESSIONAL SUMMARY

Dynamic Lead ServiceNow Developer skilled in customizing and optimizing ServiceNow applications. Successfully led a team to deliver a major upgrade, improving user satisfaction scores by 25% and reducing incident resolution time by 40%.

WORK EXPERIENCE

Lead Servicenow Developer

📅 Jun / 2019-Ongoing

Quantum Solutions LLC

📍 Phoenix, AZ

1. Responsible for on-going enhancement and maintenance of the ServiceNow platform.
2. Performed the most complex and advanced applications programming techniques.
3. Ensured the configuration and customization to ServiceNow - adhere to the goals/strategy determined by the SN Architect and SN Product Owner.
4. Implemented, documented and maintained the Service-Now platform to meet specific business needs to support ITIL and Business processes.
5. Customized UI Appearance for Problem and Change Management Application which is simple, intuitive and easy to use.
6. Designed the most complex user system interfaces and business application prototypes.
7. Developed new configurations with SPRINT cycle.

Servicenow Developer

📅 Jun / 2015-Jun / 2019

Lakeside Apparel Co

📍 Chicago, IL

1. Responsibilities: Customized UI Appearance for Problem and Change Management Application which is simple, intuitive and easy to use.
2. Configuration of Email Notification and Alerts to notify users about specific activities in the system such as updates to Change and Problem requests.
3. Utilized Java Scripting in Workflows, Business Rules, Client scripts, UI Policies and UI Actions to deliver solutions that automate and audit business processes.
4. to customize the instance as per Business needs.
5. Responsible for access control, security, minor enhancements such as form or workflow editing Responsible for gathering requirements and customizing Business Service Catalogs for AIG organization from the scratch.

EDUCATION

Bachelor of Science in Computer Science

📅 Jun / 2012-Jun / 2015

University of Technology

📍 Santa Monica, CA

Focused on software development and IT service management.

SKILLS

Asset Management

Change Management

Knowledge Management

CMDB Management

Workflow Design

INTERESTS

🤿 Scuba Diving

🎮 E-sports

📖 Reading Fiction

🧩 Puzzle Solving

STRENGTHS

📋 Stewardship

👥 Teamwork

🔑 Tenacity

🔭 Vision

LANGUAGES



English



German



Mandarin

ACHIEVEMENTS

🌟 Led a team to implement a ServiceNow solution that reduced incident resolution time by 40%.

🌟 Automated service catalog requests, resulting in a 25% increase in user satisfaction scores.