

# BRANDON HERNANDEZ

## ServiceNow Developer • Software Engineer

Atlanta, GA • (678) 773-7241 • [brandonhdez7@gmail.com](mailto:brandonhdez7@gmail.com) • [brandonhdez.com](http://brandonhdez.com)

### SKILLS

**Software Development:** ReactJS, NodeJS, MySQL, Mongo, Heroku, Tailwind, Bootstrap, HTML/CSS, Authentication, Stripe, SendGrid, Git, Github, Javascript, ExpressJS, Redux, NextJS

**ServiceNow Platform:** Scripting, CSM, ITSM, Rest API/Custom API integrations, UI Builder, Service Portal, Flow Designer/Workflow, Reporting, Performance Analytics, Security, ACLs, Asset Management, Change Management, Azure, LDAP, Catalog Management, Virtual Agent, Notifications, Administration.

### CERTIFICATIONS

ServiceNow Admin Certificate, ServiceNow Developer Certificate, DigitalCrafts Full-Stack Developer Certificate

### EXPERIENCE

#### Capstone Logistics, Atlanta, GA - Full-Stack ServiceNow Developer

December 2019 - PRESENT

- My role involved designing and implementing custom solutions that streamlined processes, improved efficiency, and enhanced user experiences. My commitment to excellence and problem-solving skills played a pivotal role in driving Capstone Logistics towards operational excellence and innovation.
- Helped Capstone increase productivity for our operations by developing seamless processes that integrate with our in-house and external applications which made SNOW an important day to day tool for Capstone's associates.
- Tasked with implementing and maintaining integrations with SNOW such as Azure, AD, LogMeIn, Box, Teams, Slack, Internal Applications, PowerBI.
- Successfully developed and maintained SNOW modules such as Customer Service, Asset Management, Incident Management, Change Management and Request Management, Next Experience. Portal, Management,
- I contributed to cost-saving initiatives for example by integrating a tailored folder and documents directory feed from the Box API into our internal service portal.

#### BREWING ENGINEERS, Remote - Software Engineer

October 2021 - April 2023

- Designed, developed, and deployed a full-stack e-commerce web application with an all-in-one administrator tool using MERN stack (MongoDB, Express.js, React, Node.js) stack, showcasing proficiency in modern web development technologies.
- Ensuring that the site can handle increased user traffic and data growth by optimizing the application's architecture and infrastructure for a community engagement application.

#### MedSnake Media, Remote - Wordpress Developer

May 2019 - October 2019

- Developed and implemented WordPress websites for clients in the medical industry.

- Ensuring high-performance websites, and managing all technical aspects of the CMS.

## **EDUCATION**

**DigitalCrafts, Atlanta, GA** - *Full-Stack Software Development*

November 2018 - March 2019

**General Assembly, Atlanta, GA** - *Front-End Development*

May 2018 - August 2018