

NOEL JAVIER

Tampa, Florida

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SUMMARY

An accomplished and results-driven technical engineering leader with progressive experience in software development, computer programming, platform deployment, portal implementation, and strategic planning. Proven aptitude for staff training, coding, troubleshooting, and providing exceptional customer experiences. Established capabilities as a solutions expert specializing in relationship building, digital transformation, and business process optimization through the pursuit of growth, knowledge, and communication. A versatile and meticulous leader who utilizes highly developed analytical skills to develop creative and innovative solutions to help drive efficiency and adaptability.

TECHNICAL SKILLS

Java | J2EE | C# | C++ | C | VB/.NET | Python | SQL | JavaScript
AJAX | API | SOAP | REST | PowerShell | HTML | CSS | Angular
CSM | ITSM | ITOM | CMDB

EXPERIENCE

HUNTINGTON INGALLS INDUSTRY MISSION TECH, McLean, Virginia

ServiceNow Architect, February 2023 – Present

- Responsible for development, design, architecture, configuration, implementation, and administration to service operations and escalated support, assisting in the management of the ServiceNow platform, including core configuration, user administration, application administration and service upgrades.
- Lead development configuration and testing, including developing customizations efforts with custom portal pages, service catalogs, modules, API, and software integrations.
- Assist with formulation of application development policies and standards to adhere to security / SOX compliance and ensure that implemented solutions meet relevant compliance requirements.
- Assist with analysis of customer requests for new services and modernization of existing systems and services within the ServiceNow platform.
- Provided hands on training to staff on varies modules of ServiceNow including designing, developing, testing, and deploying enhancements, fixes, integrations, and configuration changes as needed to support the enterprise.

ACCENTURE FEDERAL SERVICES, Arlington, Virginia

ServiceNow Developer, March 2021 – January 2023

- Developed, designed, and optimized scoped and global applications, modules, dashboards, workflows, catalog items, Service Portal, and Service Portal widgets, and integrated them with external systems using custom APIs.
- Took ownership of high-level/complex business requirements and worked diligently to bring them to completion.
- Served as a subject matter expert in ServiceNow development, providing technical assistance and guidance Collaborating with multiple teams to deliver product enhancements, and new features, and efficiently fix defects.
- Communicated effectively with technical leads, IT groups, and clients to ensure project success by keeping them informed of technical implications, dependencies, and potential conflicts.

BLOOMIN' BRANDS, Tampa, Florida

ServiceNow Administrator, March 2017 – December 2020

Contractor ServiceNow Administrator, August 2016 – March 2017

- Created the standard emergency response process by developing a robust communication system with improved trouble ticket initiation and visibility ensuring business continuity.
- Digitized and automated manual business processes through integrations with third-party systems, catalog items, custom code, cross-functional dashboards, and workflow orchestrations.
- Established working relationships with cross-functional business units to drive and implement viable business solutions, serving as the technical conduit between engineers, developers, and non-technical staff and end-users.
- Created intranet portal to strengthen internal communications, announcements, and company resources allowing ease of use, company branding, and user-friendly editing.

STREAM GLOBAL SERVICES, Tampa, Florida

Team Manager, February 2007 - February 2014

- Managed support operations and supervised technical support professionals.
- Facilitated and provided expert subject matter services, problem resolution, and resource utilization.
- Coached and provided feedback to direct reports and department team members.
- Managed Service Metrics SLAs and KPIs

ADDITIONAL EXPERIENCE

CIRCULATION SPECIALIST, INC., Tampa, Florida, **Regional Sales Manager**, August 2006 – January 2007. Managed all aspects of paper media sales in key markets.

BRIGHT HOUSE NETWORKS, Brandon, Florida, **Technical Project Manager**, August 2004 – August 2006. Designed telecommunication solutions with commercial sales, provisioning, and installation departments.

EDUCATION

HILLSBOROUGH COMMUNITY COLLEGE, Tampa, Florida

Electronic Engineering Technology & Computer Engineering Technology, October 2013 – May 2016