

Jonathan Diaz

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SUMMARY

Detail-oriented Technical Support Engineer with 4 years of JavaScript development experience and 1 year of ServiceNow platform support, including configuration and administration of ITSM processes. Experienced in system administration, platform configuration, and supporting workflow and process automation across the ServiceNow environment. Seeking a full-time ServiceNow role to apply my skills, grow my platform expertise, and contribute meaningful value.

TECHNICAL SKILLS

LANGUAGES: HTML CSS JAVASCRIPT ES6 TYPESCRIPT REACTJS REACT HOOKS REACT CONTEXT API WORDPRESS

FRAMEWORKS: NEXTJS EXPRESS NODE IONIC CAPACITOR

TECHNOLOGIES: GIT RESTFUL APIS POSTMAN WEBPACK BABEL GOOGLE CLOUD NPM SERVICENOW (ITSM MODULES: INCIDENT, PROBLEM, CHANGE, SERVICE CATALOG, WORKFLOW, FLOW DESIGNER, KNOWLEDGE MANAGEMENT, SERVICE LEVEL MANAGEMENT) SERVICENOW SCRIPTING (JAVASCRIPT, GLIDE API) SERVICENOW CONFIGURATION

DATABASES: FIREBASE MONGODB MYSQL

OTHER: AGILE VS CODE FIGMA BOOTSTRAP OXYGEN BUILDER ADVANCED CUSTOM FIELDS

PROFESSIONAL EXPERIENCE

Technical Support Engineer

July 2024 - May 2025

Stage 4 Solutions | ServiceNow, Orlando, FL

- Delivered expert-level technical support resolving Low to High priority cases across multiple ServiceNow modules including ITSM, Incident, Problem, Change, Service Catalog, Flow Designer, Knowledge, Service Level Management (SLM), and Strategic Portfolio Management (SPM), ensuring SLA compliance and high customer satisfaction
- Troubleshoot complex platform issues using JavaScript, GlideRecord, logs, and debugging tools, providing root cause analysis and recommending solutions or workarounds to restore full functionality
- Collaborated with internal engineering and product teams to escalate and resolve platform defects, performance issues, and enhancement requests
- Advised customers on platform best practices to optimize system performance, stability, and long-term scalability
- Authored and maintained knowledge base articles and internal documentation to support case deflection, knowledge sharing, and team efficiency
- Maintained clear, professional communication with global enterprise clients, managing expectations and providing timely updates throughout the case lifecycle

Software Engineer

June 2022 - July 2024

Electus Media, Ocala, FL

- Led and developed a 3D photogrammetry web application implementing features of model generation and model editing using **ReactJS**, **Typescript**, **NextJS**, **NodeJS**, **ThreeJS**, **Firebase**, **Ionic** and **Capacitor**
- Improved performance across applications utilizing microservices on **Google Cloud** to offload strain from user devices
- Designed and managed cloud function services for a mini-game application ensuring performance and scalability across a multi-game ecosystem utilizing **Javascript** and **Firebase**
- Integrated in-app reviews for a Finance application which increased user feedback and app rating using **ReactJS**, **Firebase**, **Ionic** and **Capacitor**
- Engineered intuitive analytic chart components for displaying key polling metrics for an HR solution using **ReactJS**
- Collaborated on building a **Wordpress** blog website by implementing page templates using **Google Cloud**, **Oxygen Builder** and **Advanced Custom Fields**
- Engaged closely with clients, engineers and designers to translate requirements into responsive mockups and functional software leveraging agile, participating in sprint planning, daily stand-ups, sprint reviews and sprint retrospectives

Software Engineer Intern

April 2022 - June 2022

Electus Media, Ocala, FL

- Developed a metamask service for NFT transactions and facilitated NFT minting using **Javascript** and **ReactJS**
- Participated in collaborative programming and design sessions to enhance understanding of best practices utilizing **Figma**, **ReactJS**, **Javascript**, **NodeJS**, **Firebase** and **PHP**

Freelancer

August 2019 - Nov 2021

Kissimmee, FL

- Designed, developed and maintained a software solution for a produce business that includes a custom UI dashboard with functionality for creating new customers, orders, invoices and calculating expenses using **ReactJS**, **NodeJS** and **Firebase**
- Assisted in designing and building UI components and back end restful api's for profiles and messaging services for a social media application using **ReactJS**, **NodeJS**, **Firebase** and **MongoDB**
- Collaborated on building UI and **Restful Api** services for a livestream classroom feature for an online teaching platform using **Twilio**, **ReactJS**, **NodeJS** and **ExpressJS**
- Incorporated zendesk customer service api into a clients web app to help deliver a better customer support experience utilizing **NodeJS** and **ExpressJS**
- Integrated Stripe functionality for viable payments into a client **SaaS** web application using **PHP**

EDUCATION

Full Stack Coding Bootcamp

Nov 2018 - May 2019

University Of Central Florida, Orlando, FL

- A comprehensive six months web development program focused on helping you become proficient in front-end and back-end programming with knowledge and understanding of **HTML**, **CSS**, **Javascript**, **ReactJS**, **ExpressJS**, **NodeJS**, **MySQL**, **MongoDB**, Web Servers, **CRUD**, **REST API**, and **Axios**.

CERTIFICATIONS

ServiceNow Certified System Administrator

June 2025

- Validates foundational expertise in configuring, managing, and maintaining the ServiceNow platform, including users, data, workflows, UI customization, and system settings to support scalable enterprise solutions.