Jonathan Diaz

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SUMMARY

Versatile Software Engineer with 4 years of JavaScript development experience and 1 year supporting the ServiceNow platform. Proficient in the full software development lifecycle, ServiceNow system administration, platform configuration, and ITSM process implementation. Focused on driving workflow and process automation. Seeking a full time opportunity to apply my skills, expand my knowledge, and deliver impactful solutions.

TECHNICAL SKILLS

ServiceNow:
ITSM Modules (Incident, Problem, Change, Service Catalog, Knowledge, SLM) · Flow Designer · Workflow Editor · Glide API · Scripting (Business Rules, Client Scripts, Script Includes, UI Policies, ACLs) · Platform Configuration & Administration

Frontend:
HTML5 · CSS · JavaScript · React.js · Bootstrap · Figma

Backend & Frameworks:
Node.js · Express.js · RESTful APIs · Firebase · MongoDB · MySQL

Dev Tools & Technologies:
Git · Postman · Google Cloud Platform · Webpack · NPM · VSCode · WordPress · Oxygen Builder · ACF · MS Word · Excel · PowerPoint

Development Methodologies:
Agile · Scrum

Professional Skills:
Analytical Problem Solving · Verbal & Written Communication · Client-Facing Support · Cross-Functional Collaboration · Technical Troubleshooting · Attention to Detail · Adaptability · Time Management · Organization · Requirement Gathering · Continuous Learning · Customer Service

PROFESSIONAL EXPERIENCE

Technical Support Engineer   July 2024 - July 2025
Stage 4 Solutions | ServiceNow, Orlando, FL

- Provided expert technical support for global enterprise clients across **ServiceNow** modules, including **ITSM**, **Incident**, **Problem**, **Change**, **Service Catalog**, **Flow Designer**, **Knowledge**, and **SLM**, consistently meeting SLAs and ensuring high customer satisfaction
- Diagnosed and troubleshot **ServiceNow** platform issues by reviewing logs, **GlideRecord** queries, and existing scripts including **Business Rules**, **Client Scripts**, **UI Policies**, **UI Actions, Script Includes and ACLs** to identify root causes and advise customers on appropriate solutions or workarounds
- Collaborated with internal developers and product teams by forwarding new platform issues, defects, or enhancement requests for further investigation and resolution, supporting smooth implementation and ongoing platform stability
- Maintained clear, professional communication with clients, managing expectations and providing timely updates throughout the case lifecycle
- Stayed updated with **ServiceNow** releases and scripting best practices, enhancing platform knowledge and technical proficiency to improve support efficiency

Software Engineer   June 2022 - July 2024
Electus Media, Ocala, FL

- Led the design and development of a 3D photogrammetry web application, implementing 3D model generation and editing features using **ReactJS**, **Node.js**, **Three.js**, **Firebase**, and **Google Cloud Platform**, increasing production efficiency by 40% and accelerating product delivery
- Developed UI components, client-side functionality and serverless **RESTful APIs** for a mini-game MVP using **ReactJS**, **Firebase**, **Stripe**, and **Google Cloud Platform**, building a token-to-ticket system, mini-game challenges, prize redemption, and payment integration, validating the concept and generating proof of sales
- Implemented in-app reviews for the My Bill Calendar app using **ReactJS**, **Firebase**, **Ionic & Capacitor**, increasing user feedback submissions and raising the App Store rating by 0.5 stars
- Collaborated on designing and developing a Law Firm website, creating custom page templates using **Figma**, **WordPress**, **Oxygen Builder**, **Advanced Custom Fields**, and **Google Cloud Platform** for hosting and deployment, resulting in a user-friendly and easily maintainable site
- Engaged closely with clients, engineers, and designers to translate requirements into responsive mockups and functional software using **Figma** and **Scrum** methodologies, resulting in improved client satisfaction and streamlined development processes

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, improving transaction efficiency and user experience
- Participated in collaborative programming and design sessions using **Figma**, **ReactJS**, **JavaScript**, **NodeJS** and **Firebase** which enhanced team productivity and improved project outcomes

Freelancer   August 2019 - Nov 2021
Kissimmee, FL
- Designed, developed, and maintained a software solution for a produce business using **ReactJS**, **NodeJS**, and **Firebase**, created a custom UI dashboard for managing customers, orders, invoices, and expenses, reducing manual processing time and improving operational efficiency by over 50%
- Assisted in designing and building UI components and **RESTful APIs** for profiles and messaging services for a social media MVP application using **ReactJS**, **NodeJS**, **Firebase**, and **MongoDB**, enhancing user interactions
- Collaborated on building UI and **RESTful API** services for a livestream classroom feature for an online teaching platform using **Twilio**, **ReactJS**, **NodeJS**, and **ExpressJS**, enabling real-time interaction and improving the learning experience
- Integrated Zendesk customer service API into a client's web app using **NodeJS** and **ExpressJS**, enhancing customer support experience and response efficiency

EDUCATION

Full Stack Web Development Program   Nov 2018 - May 2019
University Of Central Florida, Orlando, FL

CERTIFICATIONS

Full Stack Web Development Certificate

ServiceNow Certified System Administrator

Flow Designer Micro Certification