

# Jorge Juarez, Senior ServiceNow Developer

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## Work Experience

### Senior ServiceNow Developer

*ICF* • (Jan 2020 – Present)

- Developed and maintained Out-of-the-Box and custom ServiceNow applications and modules for HHS ASFR and CMS, ensuring alignment with platform best practices and scalable architecture.
- Built advanced Service Portal widgets using AngularJS to deliver user-friendly interfaces that align with complex business requirements.
- Supported ServiceNow platform upgrades by resolving deprecated functionality, testing performance and compatibility, and ensuring customizations remained upgrade-safe.
- Authored and maintained Software Design Documents (SDDs) for legacy and newly developed functionality, supporting long-term maintainability and knowledge transfer.

### ServiceNow Developer

*ITG* • (Sep 2019 – Jan 2020)

- Led design and implementation of secure ServiceNow workflows using Flow Designer and ACL configurations to support task and approval processes for HHS OIG and DOL OIG.
- Led design and implementation of Document Templates and PDF Generation, ensuring accurate and consistent output of official records.
- Built and maintained O&M enhancements post-deployment, ensuring scalability and long-term supportability.

### Associate

*Revature* • (Sep 2018 – Sep 2019)

- Completed intensive training in full-stack development, including hands-on experience with HTML, CSS, and JavaScript.
- Designed and built ITSM solutions covering Incident, Problem, and Change Management.
- Developed reusable ServiceNow accelerators to expedite platform solutioning, reducing development time by 40%.

## Certifications

- ServiceNow Certified System Administrator – 2018
- ServiceNow Certified Application Developer – 2019
- ServiceNow Project CIS – Project Portfolio Management – 2020
- ServiceNow CIS – IT Service Management – 2025
- AWS – Certified Cloud Practitioner – 2021

## Technical Skills

ServiceNow Platform: Flow Designer, Script Includes, ACLs, ATF, Performance Analytics

Front-End Development: HTML/CSS, Bootstrap, AngularJS, Angular Providers, React, Tailwind CSS

Integration: REST APIs, GlideRecord, Glide API, Import Sets, OAuth 2.0/Basic Auth Setup

Tools and DevOps: Git, Update Sets, Application Repository/Studio