ADAM BOTENS

ServiceNow Developer

🔗 linkedin.com/in/adambotens   🔗 https://adambotens.com   📍 Greater Orlando

SUMMARY

An Army Veteran and B.Sc. in Computer Science graduate with a passion for technology and continuous learning. Holds multiple certifications in ServiceNow, ScrumMaster, and ITIL with experience spanning development, project management, and leadership roles. Leveraging skills in full-stack web development, system administration, and Agile methodologies to contribute within the ServiceNow ecosystem.

PROJECTS

DropshipNow

- Utilized App Engine Studio, ServiceNow Studio, UI Builder, Flow Designer, Record Producer, UI Policies, forms, and custom tables to deliver a functioning product within 6 weeks.
- Designed a table and flow schema to automate the shopping process by updating the shopping cart, synchronizing orders and product tables, sending email notifications, and linking products and customers to individual orders.

Personal Portfolio

- Built a portfolio website using multiple programming languages, tools, and cloud services, demonstrating a full-stack understanding of web development.
- Utilized vanilla JavaScript, HTML, PHP, SQL, and AWS to achieve the desired outcome.

PolitiPulse

- Spearheaded a team project using Agile methodology to develop a web-based platform for aggregating congressional data.
- Utilized React, Node, and Firebase, and integrated RESTful APIs and a Large Language Model to efficiently process and simplify legislative text.
- Authored critical project documentation, including the proposal, requirements specification, and system design.
- Communicated project scope, milestones, and outcomes in presentations to stakeholders.

Powerlifting Database

- Developed a normalized relational database for powerlifting events, ensuring efficient data integrity and query performance.
- Crafted advanced SQL queries for robust performance analytics and event management insights.
- Designed data models to link athletes, records, and events, providing potential stakeholders with real-time competition analytics.

RoboSketch

- Collaborated in a team to design and develop a system on Linux OS, enabling a robot to accurately replicate users' digital drawings, leveraging an Agile approach for iterative development.
- Implemented robot automation by integrating Python with the Robot Operating System (ROS), applying trigonometry and quaternions, and constructing an efficient state machine for precise movement control.

EDUCATION

Bachelor of Science in Computer Science

Austin Peay State University

📅 08/2019 - 12/2023
📍 Clarksville, TN, USA

GPA
3.92 / 4.0

CERTIFICATION

Certified System Administrator

Certified Application Developer

Certified Implementation Specialist - ITSM

Micro-Certification - Agile and Test Management Implementation

Micro-Certification - Application Developer User Interface Creator

Micro-Certification - Citizen Developer Application Developer

Micro-Certification - CMDB Health

Micro-Certification - Configure the CMDB

Micro-Certification - Flow Designer

Micro-Certification - Integration Hub

Micro-Certification - Predictive Intelligence

Micro-Certification - Service Portal

Micro-Certification - Virtual Agent

Certified ScrumMaster® (CSM®)

Google IT Support Specialization

ITIL Foundation

PROJECTS

Stock Market Predictor

- Developed a program in Python and Jupyter Notebook for analyzing a company's stock history, identifying trends, and applying machine learning models to the collected data.
- Implemented an Object-Oriented Programming approach, facilitating experimentation with search variables and enabling easy future design expansion.

Tax Tracker

- Developed a tax tracking tool for small business owners, utilizing C++ and Boost libraries within an Object-Oriented Design framework. The tool features robust data handling and user-friendly interfaces.
- Significantly improved operational efficiency for a small business client by automating tax calculations, resulting in a few hours saved each month and ensuring 100% accuracy in tax liability computations.

EXPERIENCE

Extern

ServiceNow NextGen SkillBridge

📅 02/2024 - 06/2024

Internship

- Developed and delivered a drop-ship e-commerce website within 6 weeks by leveraging App Engine Studio, UI Builder, Flow Designer, and custom tables, lists, and forms, resulting in efficient dynamic catalog and inventory management.
- Oversaw scrum artifacts meticulously, ensuring adherence to schedules and consistently meeting product delivery goals on time.
- Developed system integrations and process automation in ServiceNow using JavaScript, HTML, and CSS, enhancing functionality and interoperability with other Information Services applications.
- Implemented ServiceNow customizations, including IT service management,
  service portal, CMDB Service Mapping, and scripting, resulting in enhanced platform capabilities and user experience.

College Student

Austin Peay State University

📅 08/2019 - 12/2023   📍 Clarksville, TN

- Graduated Summa Cum Laude by dedicating over 50 hours weekly to full-time college studies.

Senior Supervisor

United States Army

📅 03/2006 - 05/2018   📍 USA

- Spearheaded the implementation of the Digital Fire Control System (DFCS), demonstrating the ability to adapt to new technologies and resulting in the successful fielding of a state-of-the-art digital system.
- Ensured quality assurance in artillery operations over a 12-year career, consistently delivering safe and accurate results with zero safety incidents.
- Enhanced a team's performance within 30 days by achieving a 90% first-time success rate on certifications through setting clear expectations, providing effective training, and offering consistent coaching, resulting in reduced retest costs and significantly boosted team confidence.

SKILLS

Agile   Algorithm Design & Analysis

Artificial Intelligence

Cloud Computing   CMDB

Cybersecurity   Data Structures

Data Structures and Algorithms

Database Management   Debugging

Firebase   HTML   ITIL   ITSM

JavaScript   Jupyter Notebook

Linear Algebra   Linux

Log Analysis   Machine Learning

Service Portal   NodeJS

Object-Oriented Programming   PHP

Process Automation   Python

Quality Assurance