

Jonathan Barnes

214-738-0363 | jbarnescoder@gmail.com | www.linkedin.com/in/jonbarnes/

Summary of Qualifications

Service-Now Certified ITSM Implementation Specialist
Service-Now Certified Application Developer
Service-Now Certified System Administrator

A nearly obsessive problem-solver, I have been a technical lead for several years implementing custom apps on the Service-Now platform, specializing in service portal / angular development.

Having been a solutions architect and development manager, I found that my true passion is creating. So, my current and ideal role is both architecting and building the solutions.

I am also a regular contributor to the ServiceNow Community.

Skills

Service-Now® development, JavaScript, JSON, AngularJS, Responsive Web Design, HTML5, CSS3, Bootstrap, jQuery, C#, VB.NET, ASP.NET, XML, XSL, Object Oriented Design, Web Services, WSDL, SOAP, CSS, HTML, SQL Server, Oracle, xHTML, Tibco EMS, JMS, JQuery, Windows management, MongoDB, project management, technical team leadership

Professional Experience

Senior ServiceNow Consultant | Government Projects

KForce | July 2016 – Present

Senior developer for a government project.

Accomplishments

Created an automated schedule board for department couriers. The tool includes an advanced service portal with drag/drop capabilities and an auto schedule generator that will generate the schedule and assign couriers to routes based on availability and a route-affinity algorithm. This tool caught the attention of secretary level personnel and a similar implementation has now been requested for his personal travel scheduling.

Top 10 finalists for an innovation in government award for 2017.

The model we used to build Completely AngularJS / Bootstrap interfaces on a pre-Service Portal CMS was noticed by top leadership at the company, and is now being used as a selling tool of the exciting things that can be done on the ServiceNow platform.

Senior Developer/Architect | Vice President

Citi | 2013 – June 2016

Architect/ lead developer for one of the top 10 largest implementations of Service-Now ITSM tool globally. Every day, our Service-Now instance processes 2M transactions, 30K unique login sessions, 30K new incidents, 2.5K new change requests, 300K outbound emails, 20K inbound emails.

Development Lead in a global team of 24 developers, coaching the team and bringing them up to speed on the complexity of Citi's Service-Now implementation. Responsible for overall development standards and platform architecture.

Accomplishments

Owned major upgrade of Citi's Service-Now © platform to the latest version including a database upgrade, leading a team of 3 Business Analysts, 4 developers, 2 Production Support Staff, and 2 DBAs toward successful implementation in only 4 months. Boosted average page response time by 30%.

Established a mobile-first responsive design framework using AngularJS and a customized Bootstrap framework within Service-Now for portal page development. Also designed the first implementation of this framework to deliver a portal page for senior managers to quickly view major incident details from any device around the world.

Created an *Enterprise Messaging System* Integration which automated incident creation and Support Team alerting (SMS, Phone, Email) for monitoring events allowing the Command Center a 50% workforce reduction globally. This resulted in an overall cost savings of ~1M annually.

Redesigned the out-of-the-box event processing for metric updates to scale to an organization our size. The OOTB version couldn't keep up with the amount of metrics we were processing each day even running 24 hours a day. My version has the same end result and decreases the processing time by 96%.

Software Developer | Assistant Vice President

Citi | 2008 – 2013

Lead engineer for an application that alerts support teams during the course of related outages or high priority incidents.

Software developer for Citi's incident management system serving over 10k users daily.

Accomplishments

Successfully integrated voice and SMS technology into Citi's global alerting application allowing support teams to be called out during the course of an outage or other incident reducing the mean-time-to-resolution for all monitoring related outages/incidents by 30%.

Managed the AlarmPoint © application upgrade to the latest version, bringing the system current with vendor support and improving performance. The upgrade completely resolved performance-related major incidents that were occurring more than twice per month. Awarded a promotion to vice president soon after completion of this project due to its overwhelming success.

Senior Release Manager (2006 – 2008)

QA Testing Lead (2002 – 2006)

Tier 3 Loan Data Analyst (1999 – 2002)

Citi | Irving, TX | 1999 - 2008

Managed the release cycle for Citi's auto loan organization ensuring all SDLC benchmarks were met and implemented the releases to the production environment.

QA Team lead for web site testing responsible for creating automated test scripts (Win Runner and Load Runner) making the overall test cycle more efficient.

Accomplishments

Created a custom web deployment system that automated the release of software to a multi-tier infrastructure minimizing the need for manual intervention and improving efficiency to the extent of a 25% headcount reduction in the change/release management organization.

Automated the testing of Citi's auto loan website reducing the testing cycle for monthly releases from two weeks to one week and allowing more time for the development team to turn over efficient code to user acceptance testers.

Volunteer Activities

Volunteer at Operation Kindness animal shelter.

Served on the "Coppell 2030" committee driving the direction of our local community for years to come.

Utilizing technology skills for the benefit of the local community in building a custom, responsive content management system (*Demo available upon request*) for use by non-profit organizations. The system acts as a virtual "sandbox" to explore new technologies including seamless Mail Chimp© and PayPal© integrations, custom web page designer, and survey builder.

Education and Certifications

Bachelor of Science, Mathematics | 1999 | Dallas Baptist University

Service-Now © Certified Implementation Specialist | 2017

Service-Now © Certified Application Developer | 2015

Service-Now © Certified System Administrator | 2015

Service-Now © Advanced System Administration | 2013

Service-Now © Scripting (Developer Training) | 2013

Professional ASP.net Training | 2006