

Tevin Davis

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PROFESSIONAL SUMMARY

Results-driven Technical Support Associate with 2 years of experience in HTML, CSS, and JavaScript, seeking transition to a Junior Front-End Development role. Proven critical thinking skills and commitment to user-centric solutions cultivated in technical support. Actively engaged in independent projects, applying web technologies to create responsive and visually appealing interfaces. Eager to leverage technical acumen, customer-focused mindset, and dedication to continuous learning in contributing to innovative web solutions.

EDUCATION

Southern New Hampshire University	Graduation January 2025
<i>Bachelor of Arts in Information Technology</i>	<i>Online</i>

- 4.0 grade point average
- Coursework includes Introduction to software development, web services, and web development.

New Apprenticeship	July 2022 – July 2023
<i>ServiceNow ITSM Apprenticeship</i>	<i>Remote</i>

- Coursework includes ServiceNow fundamentals, ServiceNow ITSM, JavaScript, HTML, CSS, and Angular

PROFESSIONAL EXPERIENCE

Infosys Limited	July 2022-Present
<i>Tech Support Associate</i>	<i>Remote</i>

- Conduct compelling demonstrations highlighting ServiceNow's performance analytics capabilities to upper management and clients.
- Serve as the Single Point of Contact (SPOC), leading daily standup meetings for streamlined communication and project updates.
- Prepare and present ServiceNow case studies for client presentations.
- Contribute significantly to team projects, focusing on the ServiceNow Performance Analytics

Kroger-Project, ServiceNow Admin	August 2023-Jan. 2024
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- Configure ITSM instance, customize scripting and manage system administration tasks in ServiceNow.
- Regularly update and modify workflows using the flow designer to enhance project efficiency.
- Service mapping to build a service-aware view of how underlying IT applications and related components connect to business services.

The Old Spaghetti Factory	January 2015-2022
<i>General Manager</i>	<i>Midwest, Nashville, Portland</i>

- Prepared annual budgets, implementing controls to prevent overages and optimize financial performance.
- Led operations, strategic vision, and long-range planning, resulting in a remarkable 30% year-over-year business growth.

Personal Development Projects

Task Manager App ([GitHub Link](#))

- Created a task manager application using React.js, highlighting skills in front-end development.
- Implemented features such as task prioritization, deadlines, and user authentication.

Mobile-Mechanic-App ([GitHub Link](#))

- Developed a responsive mobile mechanic app website using a technology stack that includes Bootstrap, HTML, CSS, and JavaScript.
- Implemented a secure login feature with robust user authentication to enhance the app's security.
- Ensured seamless user interactions and a visually appealing design by integrating Bootstrap's responsive design elements.

CERTIFICATIONS & SKILLS

▪ **Certifications:**

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| ○ Infosys Certified Front End Web Developer | Issued: August 2023 |
| ○ Department of Labor Certificate Completion IT Generalist | Issued: September 2023 |
| ○ AWS Certified Cloud Practitioner | Issued: February 2023 |
| ○ Google IT Support | Issued: November 2022 |
| ○ ITIL v4 Foundation | Issued: September 2022 |
| ○ ServiceNow Certified System Administrator | Issued: August 2022 |
| ○ IBM Cybersecurity Analyst Professional | Issued: April 2022 |

▪ **Skills:**

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| ○ GitHub | ○ jQuery |
| ○ Problem Solver | ○ Ajax |
| ○ JavaScript | ○ Bootstrap |
| ○ CSS3 | ○ Responsive Web Design |
| ○ HTML5 | ○ Visual Studio Code |
| ○ Java | ○ React |
| ○ Angular | |