Alex Aria

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Professional Summary

Detail-oriented Junior ServiceNow Developer with strong experience across software development, data analysis, and customer service. Skilled in ServiceNow configuration, scripting, and reporting with proven ability to improve workflows and resolve issues. Holds a Masters in IT, industry certifications, and practical exposure to full-stack development. Recognised for problem solving, teamwork, and delivering results in agile environments.

Key Skills

- **ServiceNow Development**: Catalog items, business rules, client scripts, workflows, GlideRecord, reports, integrations.
- **Programming & Tools**: JavaScript, C#, SQL, Python, HTML, CSS, VBA, XML, Git.
- **Data Analysis**: Data cleaning, statistical modelling, reporting, portfolio optimisation.
- **Soft Skills**: Collaboration, communication, problem solving, attention to detail.
- **Certifications**: Microsoft (Azure AI, MCSD, MCAD, MCTS), Data Science & AI Bootcamp (UTS).

Employment History

ServiceNow Developer

Public Sector (Victoria Government) | Sep 2022 – Present

- Developed and enhanced ServiceNow modules, workflows, and forms.
- Debugged and optimised existing functionality to improve platform performance.
- Collaborated with stakeholders during agile sprints, planning, retros, and reviews.
- Ensured policy, security, and compliance requirements were maintained.
- Participated in training, knowledge-sharing, and continuous improvement initiatives.

Associate Software Engineer

Computershare, Australia | Mar 2022 – Sep 2022

- Built and supported client applications using JavaScript, C#, SQL Azure, and Git.
- Contributed to solution design, bug fixing, and performance optimisation.
- Coordinated with teams in agile sprints, retros, and code reviews.
- Reported and resolved issues in collaboration with stakeholders.

Graduate Software Engineer

Compass Education, Australia | Aug 2021 – Feb 2022

- Delivered mobile and web platform enhancements using ExtJS, C#, SQL, and Git.
- Completed defect fixes and feature requests with high client satisfaction.
- Designed and implemented an online store module during a team Hackathon.

- Engaged in agile planning, Jira estimations, and retrospectives.
- Participated in internal (Compass Academy) and external (Udemy, LinkedIn) training.

Customer Service Agent (Call Centre)
The Probe Group, Australia | Jun – Jul 2021

- Handled inbound and outbound customer enquiries via phone, email, and webchat.
- Ensured compliance with policies and maintained high service quality.
- Delivered strong performance, achieving over 90 in quality evaluations.

Retail Sales Assistant
Seven-Eleven, Australia | Apr 2017 – Jul 2021

- Delivered day-to-day customer service and sales support.
- Maintained store presentation, safety, and compliance.
- Increased customer loyalty and promotion sales.

UX Designer/Programmer – Internship
Xap Technologies, Australia | Oct – Dec 2017

- Designed a mobile app UI using Balsamiq wireframes.
- Contributed to website design and WordPress development.
- Coordinated progress and issue resolution with supervisors and team members.

Data Analyst – Internship
Brave New Coin, Australia | Aug – Nov 2016

- Collected and analysed cryptocurrency market data using Excel and VBA.
- Built automated tools for risk/reward modelling and statistical analysis.
- Delivered a “Historical Price Analysis Engine” applied to financial datasets.

IT Help Desk – Volunteer
Tear Australia | Nov 2014 – Mar 2015

- Provided troubleshooting for network and workstation issues.
- Updated disaster recovery documentation.
- Assisted staff and stakeholders with technical support needs.

Education & Certifications

Masters of Information Technology (GPA 65)
Swinburne University of Technology, 2016

- Project: AWS Spot Price Analysis & Visualisation – Designed and deployed a web-based monitoring tool using Java, InfluxDB, and Grafana on Amazon cloud. Collected live data via AWS Spot Price API and built user filters for OS type and geographic location. Demonstrated historical and real-time price movements with interactive dashboards.

Cert in Data Science & AI
University of Technology Sydney, 2020

- Project: Forecasted Australia's Food Retail Sales – Built predictive models using Python, ARIMA, LSTM, and Facebook Prophet within Jupyter on AWS SageMaker. Processed and cleaned time series data, applied decomposition and seasonality analysis, and optimised models with GridSearch and ensemble techniques (Bagging, Boosting, Stacking). Delivered accurate forecasts used for retail market insights.

Grad Cert in Information Systems
Central Queensland University, 2014

Cert IV in Business (Professional Year Program)
Navitas & ACS, 2018

Cert in Data Science & Statistics with Python
DataCamp, 2020

Certifications
Microsoft (Azure AI, MCSD, MCAD, MCTS)