Laurenda Landry

ServiceNow Developer & Technical Support Specialist Houston, TX |346-792-3018 | laumlandry@gmail.com

Portfolio: lauland.dev | GitHub: github.com/laurenda3 | LinkedIn: linkedin.com/in/lauland

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PROFESSIONAL SUMMARY

ServiceNow Developer and Technical Support Specialist with over 10 years of experience in regulated industries (Oil & Gas/Quality Assurance) and IT Operations. Background includes 3 years of Tier 2 support and full-stack development on the Zurich release. I combine hands-on incident management experience with backend scripting skills to build stable, audit-ready automation. Looking to apply my background in compliance and operations to an enterprise production support team.

TECHNICAL SKILLS

Core Platform: ServiceNow (Zurich Release), ITSM, Service Portal, Platform Analytics, Flow Designer.

Scripting & Code: JavaScript (ES6), REST APIs, JSON, HTML/CSS, SQL.

Tools: GIT (Version Control), VS Code, Jira, Linux/Unix Command Line.

Operations: Incident Management, Root Cause Analysis (RCA), SLA Management, Compliance Auditing.

PROFESSIONAL EXPERIENCE

Freelance ServiceNow Developer | Lauland Development (Remote) Oct 2024 – Present

- Built and maintained five custom applications on the ServiceNow platform, using GIT for version control and documentation.

- Workflow Automation: Scripted a "Procurement Workflow" using Flow Designer and server-side JavaScript to enforce budget limits and stop unauthorized spend.

- Dashboards: Created an "Operations Analytics Dashboard" that tracks process health and alerts teams when items get stuck or SLA deadlines are at risk.

- Integrations: Built an "IoT Alert System" that accepts JSON payloads via REST API and automatically routes incidents based on severity.

- Version Control: Managed all development work using Git/GitHub to track script changes and ensure safe code migration between instances.

- Mobile UX: Designed a mobile-responsive "Maintenance Portal" for field staff, focusing on ease of use for non-technical workers on site.

Help Desk / IT Support Analyst | RENLO (Houston, TX) Feb 2022 – Dec 2024

- Provided Level 2 technical support for enterprise systems, handling user access and critical system failures.

- Incident Resolution: Resolved hardware and software tickets, consistently meeting Service Level Agreements (SLAs) for response time.

- Access Management: Managed user authentication and permissions, troubleshooting login failures and account provisioning issues.
- Documentation: Wrote technical guides and knowledge base articles to help the team solve recurring issues faster.

- Communication: Translated technical root cause analysis into clear updates for non-technical managers and end-users.

Quality & Inspection Technician | Various Energy Companies (Houston, TX) Jun 2011 – Jan 2022

- Managed quality assurance and compliance records for high-risk industrial operations.

- Root Cause Analysis: Investigated process failures and safety incidents, documenting the specific cause and verifying the fix.

- Audit Compliance: Maintained inspection records to meet strict regulatory standards, ensuring 100% data accuracy during audits.

- Process Training: Trained field teams on new operating procedures to improve safety and reduce data entry errors.

EDUCATION & CERTIFICATIONS

Google Advanced Data Analytics Certificate | Coursera (Issued Nov 2024)

- Python, Statistics, and Data Modeling.

Google Data Analytics Professional Certificate | Coursera (Issued Oct 2024)

- SQL, Data Cleansing, and R Programming.

Google IT Support Professional Certificate | Coursera (Issued Sep 2024)

- System Administration, Security, and Automation.

University of Houston | Coursework in Electrical and Electronics Engineering