ANNA
OCEAN

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FULL STACK SOFTWARE DEVELOPER

ABOUT ME

Prior to beginning my journey in software development, I was working in Education. While I enjoyed the opportunities that teaching gave me to build my leadership and people skills, the most important skills that teaching provided me is to solve ever-evolving complex problems combining logical and analytical skills with creativity. These skills have served me well in my 2+ years working as an Application Developer as I implement custom applications in ServiceNow using JavaScript, HTML, CSS, and workflows, ensure security by implementing roles and ACLs, and create and redefine detailed and accurate user stories.

SKILLS

TECHNICAL EXPERIENCE

JavaScript | ServiceNow | HTML | CSS | C# | SQL

APPLICATION DEVELOPER
ACCENTURE

September 2021 - December 2023

- 2+ years of experience as a ServiceNow Developer and administrator
- Develop, design, and maintain ServiceNow applications that improve the way clients work
- Implement ServiceNow customization including but not limited to client scripts, business rules, workflow, and portal development
- Maintain the least privilege principle through the use of roles and ACLs
- Collaborate with all relevant stakeholders to write stories following ServiceNow best practices

SOFTWARE DEVELOPER
NASHVILLE SOFTWARE SCHOOL

November 2020 - May 2021

An intensive, six-month full-time program teaching skills and technologies necessary to become a full-stack software developer.

- Git & Github version control
- Remote project collaboration
- ERDs, dependency chart, wireframe design
- Developing application using JavaScript, React, HTML5, CSS, C#, and SQL

PROFESSIONAL EXPERIENCE

MATH TEACHER

John F. Kennedy Middle School (2019-2020)
- Collaborated with fellow teachers, administration, and parents to ensure that students have the best learning tools and environment for academic progress following the restorative justice model.
- Maintained good relationships with students and fostered open discussion while implementing a problem-based learning curriculum in culturally diverse classrooms.
- Developed lesson plans aligned with common core standards and assisted students on preparing for state exams using weekly data to inform instruction.

SUBSTITUTE TEACHER

Metro Nashville Public Schools (2017-2019)
- Assumed the role of a 6th-grade math teacher at Gra- Mar Middle from mid-March to the end of the 2018-2019 school year, handling all teacher responsibilities including teaching common core standards while providing remediation as well as building student and parent relationships.
- Maintained effective classroom management strategies and applied advanced teaching capabilities in all subject areas as well as an appropriate discipline for inappropriate student behavior.

APPRENTICE TEACHER

Nashville Teacher Residency (2016-2017)
- Teaching Assistant for 6th, 9th, 10th grade math class. Shared responsibilities with a mentor teacher for planning and instruction, analyzing data, and all other classroom responsibilities.
- Led small group Algebra I tutoring for ELL students in Spanish.

SERVER

The Wild Cow (2017-2020)
- Consistently exceeded sales goals by efficiently managing sections and multi-tasking.
- Participated as an excellent team member to accomplish goals and objectives established by the company.

EDUCATION

WEB DEVELOPMENT BOOTCAMP

Nashville Software School (Nov 2020- May 2021)

BA SPANISH LANGUAGE AND LITERATURE

Middle Tennessee State University (December 2015)

SERVICENOW

ServiceNow Certified System Administrator (Jan 2021)