JamesNoja

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EDUCATION

University of Canberra

Bachelor of Information Technology
Bachelor of Commerce
Major in Software Engineering
Major in Information Systems
Major in International Business

Narrabundah College

Certificate II in Information, Digital
Media and Technology

Marist College Canberra

QUALIFICATIONS

ServiceNow - Certified System Administrator
ServiceNow - Certified Application Developer
ServiceNow - Certified Implementation Specialist
ServiceNow - MC Performance Analytics
ServiceNow - MC Integration Hub
AWS - Cloud Foundation Graduate

SKILLS

Scripting Languages	Software
HTML	Excel
CSS	Word
Java	PowerPoint
JavaScript	Visio
Jelly	Illustrator
Flutter	Photoshop
Dart	Adobe XD

EXPERIENCE

LEAD SOLUTIONS ARCHITECT
Department of Prime Minister and Cabinet
May 2020-February 2022

- Managed complex ServiceNow projects from top-to-tail, including requirements gathering, solution design, technical development, testing and implementation.
- Led customer engagement sessions to define requirements, explain the parameters of the system, and manage expectations.
- Transformed the self-hosted instance management processes for conducting and implementing major system upgrades, rebases, and backups to ensure reliable system availability and security.
- Supervised, supported and trained a team of technical staff, creating a productive and sociable team culture.

SENIOR CONSULTANT
ACT Government Shared Services
November-December 2020

- Conducted a targeted intervention into a troubled, high-risk project facing an impending deadline.
- Rebuilt a core function of the IT service management process to achieve timely and successful project deployment.
- Instituted an efficient and usable knowledge management strategy to reduce single points of failure and improve information dissemination.

ASSOCIATE CONSULTANT
Department of Prime Minister and Cabinet
February 2019-May 2020

- Designed and maintained the ServiceNow CRM, used by thousands of employees at PM&C and its subordinate agencies.
- Tailored and built custom applications to users' needs, incorporating JavaScript, HTML, CSS and Jelly.
- Liaised with business analysts throughout the organisation to create processes that streamline the background operations of the department.

TECHNOLOGY CONSULTANT / SALESFORCE ADMIN
PwC Australia
August 2018-February 2019

- Added value to the PwC clientele by applying technical and business case expertise to increase the clients ROI. Created important documentation, info-graphics, and icons for current or proposed projects using the Microsoft and Adobe suite of applications.
- Met the company's Agile methodology and project deliverables through contributions to daily stand-up meetings and regular sprint-planning sessions.
- Supported both managerial and technical staff with requirements gathering and development tasks.