

Jared Wason

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Experience:

Monterey County Information Technology

Software Analyst Programmer 2

February 2019-Present

- Create numerous Catalog Items, Record Producers, Workflows, and Approvals that help streamline processes in the organization.
- Perform core configuration tasks including system policies, business rules, client scripts, UI policies, and UI actions.
- Experience working in a domain-separated environment. Setup new departments with their own domain.
- Lead of ServiceNow team and trained two ServiceNow system administrators.
- Experience in configuring the following applications based on customer requirements, Incident, Demand, Project, Change, Requests, Asset Management, and Knowledge.
- Create dashboards, reports, and notifications to keep users and customers well informed.
- Planned and coordinated platform upgrades to new major releases.
- Import data into the instance using import sets, transport maps, and inbound actions with custom scripts.
- Sync AD and ServiceNow users via LDAP server connections.
- Create documentation and training videos when rolling out new features or changes for end-users.

Systems Analyst Programmer 1

December 2017-February 2019

- Responsible for installation of software and troubleshooting issues for end users.
- Collaborated with software programmers to integrate a new application with legacy software.
- Created documentation for setting up new user profiles.
- Tested and researched applications to determine if they help customers work flows.

Monterey County Child Support Services

Departmental Information Systems Coordinator

September 2013-December 2017

- Co-developed a web scraping application that saves auditors an average of 15 hours of productivity per week.

- Created 3 different applications that automatically reassign specific child support cases to workers, saving managers from having to manually assign the cases every day.
- Co-authored a customer log tool, a file search, and dynamic report applications for department's internal website.
- Wrote simple batch scripts to speed up software installations.
- Handled updates for the MDCSS WordPress website.

Certifications:

- ServiceNow Certified Systems Administrator (Quebec) July 2019-Present
- Scrum Master September 2020-Present

Education:

California State University Monterey Bay

Graduated Spring 2013 Bachelor of Science, Computer Science and Information Technology

Dean's List Fall 2008, Fall 2010, Spring 2012, Spring 2013

Cumulative GPA: 3.4