



# Colum Cross

(518) 956-3953  
columcross@gmail.com

columcross.com  
github.com/columcross

## EDUCATION

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**Rochester Institute of Technology**  
*BS in Human-Centered Computing*

**Rochester, NY**

## SKILLS

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Certified Lean Practitioner  
Proficient in Agile and Scrum methodologies  
Educated in end-user testing and usability research

### Spoken Languages

- English – Fluent
- German – Conversational

### Programming Languages

- Web – HTML, CSS, JS, Angular
- ServiceNow
- Java
- ColdFusion
- SQL – MySQL, T-SQL, Oracle

## EXPERIENCE

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### M&T Bank

*Software Engineer II*

**Buffalo, New York**

*July 2019 - Present*

*Resolve* – Customer complaint resolution system built entirely in ServiceNow.

*MyVoice* – Employee feedback system built in ServiceNow with an Angular front-end.

- Work with stakeholders and Product Owners to prioritize work and understand business needs and regulatory requirements.
- Design the look and feel of and administer end-user testing to validate the usability of the applications.
- Core ServiceNow developer building required app functionality.
- Solely developed an API and several integrations to significantly increase complaint capture for the Bank.
- Lead manager responsible for pushing code to production and ensuring releases are handled smoothly.
- Successfully converted both applications from the Update Set Model to the Application Publishing Model in ServiceNow.

*Lighthouse Innovation Sprint* – Team lead on a project that researched solutions to address talent retention issues fit for a \$200B bank using the Desirability, Feasibility, Viability Model.

*Lean Certification* – Eliminated a process that provided no value while requiring 30 FTE hours per week.

*Middle School Coder's Club* – Volunteered with local schools to help teach programming to children in underserved communities.

*Next Gen Recruiting* – Performed tech and behavioral interviews for Technology Development Program candidates.

### Ahold USA

*Web Developer*

**Quincy, Massachusetts**

*Summer/Fall 2017*

- Developed a ColdFusion API for an Angular web app to aid the process of ordering local produce for store managers.
- Developed an Angular web app and ColdFusion API to manage company-wide email distribution.
- Rebuilt a Java Web Pages backend that processed large amounts of business intelligence data in ColdFusion.

## PERSONAL PROJECTS

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### Permission Granted

An app for videographers, vloggers, and anyone who regularly uses release forms. Users are able to quickly and easily create, view, and sign release forms directly on their phone. Published on the Google Play Store.

*Java for Android*

### Warmer Colder

A two-player game based around your location. Uses the Android Location API to determine proximity to a location. Published on the Google Play Store.

*Java for Android*

### Tip Calculator for WearOS

An application solely for Wear OS devices. It calculates a tip and total based on a base price and a tip percentage. Published on the Google Play Store.

*Java for Android*

### Math Based N-Back Test

An application that tests working memory by showing participants a series of single-digit math questions, then having them give the answer to the previous question. Published on the Windows Store.

*C# Universal Windows App*