

Colum Cross

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Languages

English — Fluent
German — Conversational

Skills

- Full-stack and ServiceNow application development
- REST API design, system integration, and data modeling
- Requirements analysis, stakeholder collaboration, and Agile delivery
- Git-based development, CI/CD, and production release management
- End-user testing, usability research, and human-centered design

Technologies

- *ServiceNow:* CSM, FSO, CMDB, ITSM, SPM, Virtual Agent
- *Frontend:* JS, Angular, React
- *Backend:* Java, ColdFusion, Python
- *Database:* MySQL, T-SQL, Oracle
- *Mobile:* Java, Swift, C#

Education

Rochester Institute of Technology
BS in Human-Centered Computing

Certifications

- ServiceNow Certified Application Developer
- ServiceNow Certified System Administrator
- Certified Lean Practitioner

Profile

Software engineer with over seven years of experience specializing in ServiceNow and a background in Human-Centered Computing. Focused on understanding users and delivering system improvements that make their work easier. Comfortable discussing technical details with engineers and explaining solutions clearly to business partners and users. Passionate about rail and public transport, with a goal of supporting international projects and on-site collaboration with clients. Based in Berlin and open to relocation.

Experience

Systems Solutions Engineer N26
2026 *Berlin, Germany*

- Developed and maintained scalable ServiceNow features supporting operational, risk-management, governance, and third-party vendor-risk workflows in a regulated digital bank
- Enhanced CMDB configurations, structures, and data models to improve advanced reporting, transparency, and operational visibility
- Translated operational needs into maintainable platform solutions aligned with existing system structures and organizational objectives
- Coordinated dependencies across business and technical groups and independently drove platform improvements from investigation through delivery
- Designed reusable workflows for AI coding agents, including Claude Code, to investigate and resolve software defects

Software Engineer II M&T Bank
2019 – 2025 *Buffalo, New York*

- Led development of enterprise ServiceNow applications across customer service, IT service and banking operations, owning delivery from requirements and solution design through testing, release and ongoing support
- Partnered with Product Owners and business stakeholders to clarify requirements, prioritize improvements and translate operational and regulatory needs into maintainable workflows
- Independently designed and delivered a REST API and integrations that expanded customer-complaint capture across the bank
- Built an employee-feedback application combining an Angular frontend with ServiceNow backend functionality
- Managed production deployments for critical applications and modernized delivery through migration to Application Publishing
- Designed user-centered interfaces and workflows, incorporating usability research and end-user testing into application improvements
- Applied ServiceNow Automated Test Framework, performed code reviews and supported developer onboarding, mentoring and knowledge transfer
- Earned Lean certification through a process-improvement project that eliminated approximately 30 hours of non-value-adding work per week

Personal Projects

Deutschlandticket Calculator *React*
Built a mobility application that tracks Deutsche Bahn journeys and calculates passenger savings from the Deutschlandticket.

Permission Granted *Java for Android*
Took an e-signature application from concept through design, development, testing, and Google Play publication, enabling users to create, view, and sign release forms on a mobile device.