



Colum Cross

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Languages

English — Fluent
German — Conversational

Programming Languages

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

Skills

- Proficient in ServiceNow platform development
- Front end and back end developer
- Mastery of Agile and Scrum Methodologies
- Experienced in end-user testing and usability research

Certifications

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

Hobbies

- Travel
- Typewriter & Watch Collecting
- Model Railroading

Experience

Software Engineer II

2019 - 2025

M&T Bank
Buffalo, New York

- Worked with stakeholders and Product Owners to prioritize work and understand business needs & regulatory requirements
- Designed the look & feel of ServiceNow applications
- Administered end-user testing to validate usability
- Core ServiceNow developer building required app functionality
- Solely developed an API and several integrations
- Lead manager responsible for pushing code to production
- Successfully converted several applications from the Update Set Model to the Application Publishing Model in ServiceNow
- Team lead on a project that researched solutions to address talent retention issues fit for a \$200B bank using the Desirability, Feasibility, Viability Model
- Volunteered with local schools to help teach programming to children in underserved communities
- Performed tech and behavioral interviews for Technology Development Program candidates

Web Developer

2018

RIT Admissions
Rochester, New York

- Frontend designer and developer for internal and external web applications
- Designed and developed an interactive kiosk for the lobby of the admissions department

Web Developer

2017

Ahold USA
Quincy, Massachusetts

- Built a ColdFusion API for an Angular web app to aid local-produce ordering for store managers.
- Developed an Angular app and ColdFusion API to manage company-wide email distribution.
- Rebuilt a Java Web Pages backend in ColdFusion for large data volumes.

Education

Rochester Institute of Technology

BS in Human-Centered Computing

Personal Projects

Permission Granted

Java for Android

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.

Warmer Colder

Java for Android

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.

Tip Calculator for WearOS

Java for Android

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.

Math Based N-Back Test

C# Universal Windows App

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.