

Ontario Stallings

Tech Support Associate

Introduction

Tech Support Associate with strong background in Cloud, Automation, and Python. Has launched multiple demo sites and portfolio sites with tools like Python, AWS, and Github.

Skills

Technical Skills

- Test Development with ServiceNow ATF
- Visualizing business processes with ServiceNow Performance Analytics
- Optimizing business processes with ServiceNow Predictive Intelligence
- Task automation using ServiceNow Flow Designer
- Self taught backend development with Python
- Front end development with HTML, CSS, JS

Soft Skills

- Prioritizing high impact tasks
- Communicating thoroughly, yet concisely
- Solution focused

Education

New Apprenticeship Self Guided

- ITSM Fundamentals
- AWS, Docker/Containers
- ITIL 3 and 4 Fundamentals
- Python, Rust/WASM
- HTML, CSS, JS

Infosys Lex

- Cyber Security fundamentals
- Fundamentals of Cloud Architecture
- ITIL 3 Fundamentals
- ServiceNow HRSD, ITOM, ITSM

Certifications

ServiceNow

- Automated Test Framework
- Performance Analytics
- Certified System Administrator

Infosys

- Certified Associate in Cybersecurity Fundamentals
- Certified Cloud Beginner
- Itil Foundation Associate
- Infosys Certified ServiceNow Administrator

ITIL

- ITIL 4 Foundation

Experience

Now Learning

- Testing application throughout SDLC with ATF
- Enable stakeholder awareness with Performance Analytics
- Utilize Flow Designer to automate business workflows

Infosys Lex

- Cyber Security fundamentals
- Fundamentals of Cloud Architecture
- ITIL 3 Fundamentals
- ServiceNow HRSD, ITOM, ITSM

Portfolio Site

- itsoasi.com