

SABRINA BACCAM

ServiceNow Data Analyst &
Developer

 Austin, TX

 <https://unbirthdays.github.io/>

*All projects available on my personal website.

WORK EXPERIENCE

IT Data Analyst

Capgemini

March 2025 - Present

- Gathered business requirements for ETL implementation and integration and drafted common data models, data management strategies, workflows, and reference architectures
- Performed data analysis for payloads in Excel, SQL queries, etc.
- Supported CSDM (including IRE and CMDB Health) within ServiceNow to promote the accuracy and completeness of ServiceNow ITSM data
- Engaged in data engineering tasks including data mapping exercises and evaluating the life cycle of a CI record from creation to retirement
- Configured, and enforced data quality and business rule management
- Oversaw software deployment, including user acceptance testing, and wrote documentation, and conducted root cause analysis

ServiceNow NextGen Teaching Assistant

ServiceNow (via Creating Coding Careers)

April 2024 - December 2024

- Assisted a ServiceNow instructor with teaching ServiceNow technologies and tracking data of 80+ students in the ServiceNow NextGen Program
- Hosted office hours to review material regarding ServiceNow fundamentals, Flow Designer & Automated Test Framework testing, scripting, Application Engine Studio, etc.

Data Fellow

Cop the Data (via Bluebonnet Data)

July 2024 - October 2024

- Prepped ACT4 SA's Cop the Data dashboard for public launch by finalizing data infrastructure, clean up, visualizations, and integrations to help Texas police precincts identify and track police misconducts to prevent "wandering officers"
- Automated real-time data uploads via Power Apps to a Power BI visualization through Power Automate workflows connecting to an Azure SQL database

ServiceNow Developer Pre-Apprentice

New Apprenticeship

February 2024 - May 2024

- Participated in an advanced ServiceNow pre-apprenticeship coding program as part of an Agile team led by a ServiceNow architect
- Developed a human resource application through custom application building, Flow Designer, and scripting (UI Policies, UI Actions, Client Scripts, Business Rules, Script Includes, etc.) on ServiceNow

EDUCATION

THE UNIVERSITY OF TEXAS AT AUSTIN

- Bachelor of Arts in Economics

DEVMOUNTAIN

- Software Engineering Certification in Data Analytics

CERTIFICATIONS

- ServiceNow Certified System Administrator (CSA)
- ServiceNow Certified Implementation Specialist - ITSM (CIS - ITSM)
- ServiceNow Certified Application Developer (CAD)

TECHNICAL SKILLS

Languages: JavaScript, GlideScript, SQL, Python, HTML, CSS

Frameworks & Libraries: GlideSystem API, Pandas, NumPy, Matplotlib, Seaborn, Scikit Learn, SciPy, Axios, Express.js

Database/Industry Tools: Jupyter Notebook, Power BI, Tableau, Excel, Google Sheets, DBDesigner, LucidChart, Notion

Other: ServiceNow, Azure, Power Automate, Trello, Microsoft Office, Figma, Git, GitHub, Node.js, Salesforce CRM

PROJECTS *

- Gotcha Pawn Gachapon

A ServiceNow application using randomized weighted queries to collect digital toys

- Meal Connections

A ServiceNow application connecting people with vendors that donate food to those in need

- Cop the Data

A data science project to help track and prevent police misconduct in Texas police departments