

# Austin Dolan

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## PROFESSIONAL EXPERIENCE

### Tuatara Consulting Inc.

Honolulu, HI

Cloud Engineer

December 2025 - Present

- Architect cloud-integrated ServiceNow solutions connecting enterprise systems across AWS, Azure, and external platforms.
- Deliver risk frameworks, controls, and audit processes in ServiceNow IRM to support regulatory compliance and governance.
- Implement portfolio structures, investment planning models, and performance tracking processes within ServiceNow SPM to support strategic planning and enterprise portfolio governance.

### EWorld Enterprise Solutions

Honolulu, HI

Developer

April 2025 - December 2025

- Design custom ServiceNow Workspaces with UI Builder to simplify user experience and meet stakeholder needs.
- Build end-to-end license management flows for requesting, revoking, tracking costs, and managing role access.
- Maintain development best practices by participating in peer code reviews, testing, and Agile sprint planning.

### Hawai'i Department of Transportation

Honolulu, HI

Software Engineer Intern

May 2024-April 2025

- Modernize scoped ServiceNow apps by reverse-engineering legacy Lotus Notes systems to enhance efficiency and workflows.
- Develop AngularJS widgets to boost interactivity, data visualization, and seamless Service Portal integration.
- Automate workflows using Business Rules to ensure data integrity, compliance, and organizational alignment.
- Design ACLs to enforce permissions, secure data, and provide role-specific functionality.
- Deliver iterative improvements by collaborating in Agile teams, debugging workflows, and optimizing functionality.

### Hawai'i Department of Labor and Industrial Relations

Honolulu, HI

IT Specialist: Help Desk Intern

February 2024-May 2024

- Resolved complex hardware, software, and network issues to minimize downtime and optimize performance.
- Terminated cables, configured switches, managed VLANs, and troubleshoot connectivity to maintain infrastructure.
- Maintain technical documentation, user guides, and testing exercises for streamlined system management.

### Aloha Caravan

Honolulu, HI

Founder

2019-December 2023

- Launched and grew a profitable wedding rental business through market research, planning, and marketing.
- Coordinated scheduling and communication with clients, vendors, venues, and employees.
- Managed finances while curating personalized client experiences.
- Solved supply-chain and logistical challenges while ensuring exceptional service.

## EDUCATION

### Leeward Community College

Honolulu, HI

Associate of Science, Information & Computer Science: Software Engineering

May 2024

- Dean's List – Fall 2023, Spring 2024
- 4.0 GPA
- Relevant coursework: ICS 270 (Systems Analysis), ICS 129 (Databases), ICS 211 (Computer Sci II), ICS 212 (Program Structure), ICS 215 (Scripting)

### Kapiolani Community College

Honolulu, HI

Associate of Arts, General Education

May 2013

- Kapi'o News Photographer/Editor, 2012-2013

## SKILLS & INTERESTS

**Technical:** Web Development (HTML, JavaScript, CSS, AngularJS), SQL, MS Office, Jira, Python, Pandas, C, C++

**Business Acumen:** Business & Data Analytics, Data Transformation, Project & Product Management, Cross Functional Teamwork

**Database Management:** PostgreSQL, SQLite, MySQL, ORM with Django for backend integration

**Tools & Platforms:** ServiceNow, Git/GitHub, Agile (Scrum, Sprints), Adobe Sign API, Figma, Visual Studio Code

**Hobbies:** Underwater/Surf photography, AI image and video model training, SBCs, home assistant, IoT solutions

## PROJECTS

**SafeQR** | Personal Project (Swift/iOS, FastAPI/Node.js, VirusTotal/Google Safe Browsing APIs)

- Developing a mobile security application that allows users to scan QR codes and assess links for phishing, fraud, and other malicious threats.
- Swift/iOS frontend for real-time scanning and intuitive trust indicators, paired with FastAPI/Node.js backend services for threat analysis and URL reputation checks.
- Implementing risk scoring, security integrations, and user-focused safety insights to help users make informed decisions before opening suspicious links.

**Ho'o Nani Hou** | Personal Project (Python/Django, React/Node.js, Google Maps API)

- Developing a full-stack web application to enable users to locate and collaborate on funding community projects using Google Maps API integration.
- Python/Django backend for ORM and sys-admin functionality and a dynamic React/Node.js frontend for user interactivity.
- Implementing secure user authentication and payment workflows to streamline collaboration and funding.

**Personal Portfolio & Blog** | HTML, CSS, JavaScript

- Built a responsive portfolio showcasing projects and a blog to share technical insights, emphasizing cross-browser compatibility and optimized performance for smaller screens.
- Designed an intuitive user interface with interactive elements to enhance user experience.