MEGAN

Job: IT Service Now DevOps team (Engineering)

Company: The Home Office

I am a developer on the ServiceNow DevOps team in the Home Office. I configure, develop and troubleshoot applications on the ServiceNow platform. ServiceNow is the Home Office strategic IT Service Management toolset and is critical to the effective delivery of quality IT Services across all business areas within the department.

Driven	Conscientious	Creative

The skills I use most in my job... Communication and collaboration: Presenting information clearly and in appropriate language, whilst working closely with our internal team and wider business stakeholders.

• Problem solving: Developing secure solutions to stakeholder requirements and providing support when technical issues arise.

• Agile and Scrum methodology: Providing continuous delivery within 2-week sprints, with the aim to learn and improve through each release cycle.

The most interesting thing I've worked on in my career so far...I have worked on several interesting projects since joining the ServiceNow DevOps team. These include upgrading our front-end service portal, creating an automated process to grant user access and building an application to help

Border Force colleagues manage their assets.

What inspired me into digital and tech...I had previously worked in several different sectors but wanted to do something that would provide me with a challenge and allow me to continuously learn and develop. I have always been a creative person so a career as a developer ticked all those boxes.

My educational background is...I am a self-taught Javascript developer. My interest in coding began in 2019 when I completed a Javascript, HTML & CSS bootcamp. From there I created an online portfolio and have since continued to develop my skills through online courses and with the help of my colleagues.

What advice I'd give to girls thinking about a career in digital and tech... Don't hesitate, even if you think you aren't the stereotypical 'tech person'. There are so many opportunities in the digital and tech space, it really is somewhere you can make a lifelong career.