

Justin Yun

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WORK EXPERIENCE

Travelport

Englewood, CO

Software Engineer

July 2020 - January 2025

- Integrated GraphQL into an existing Spring Boot application to improve API efficiency, reduce response times by 20%, and simplify data handling for client applications.
- Developed C++ load-injection simulators and a unified testing framework that enhanced performance, increased test reliability, and drove a 78% reduction in technical debt.
- Engineered ServiceNow solutions including custom forms, workflows, and REST APIs; partnered with cross-functional teams in Agile cycles to deliver scalable solutions that improved system performance and user experience.
- Consolidated 15+ ServiceNow forms by analyzing field usage, workflows, and activity logs—streamlining UX and reducing form maintenance overhead by 40%.
- Led infrastructure migration from Team Foundation Server (TFS) to GitHub and built automated CI/CD pipelines using GitHub Actions, reducing deployment times and eliminating manual deployment errors.

Travelport

Englewood, CO

Software Engineer Intern

May 2019 - August 2019

- Developed and optimized test automation portals using ASP Classic, reducing page load times by 70% and eliminating QA workflow bottlenecks.
- Built custom XML processing functions to streamline automated testing workflows, achieving 80% reduction in test execution time and substantially improving testing efficiency for development cycles.

University of Colorado Boulder

Boulder, CO

IT Technician

June 2017 - May 2020

- Maintained technology infrastructure across over 500 classrooms serving 35,000 students and faculty, achieving 99.2% equipment uptime through rigorous maintenance protocols.
- Led annual refresh of over 200 workstations with updated software and security patches, coordinating with faculty to minimize disruptions.
- Provided real-time technical support and troubleshooting for classroom technology, resolving support tickets weekly to minimize instructional downtime.
- Delivered exceptional customer service by promptly addressing faculty and student technical issues, ensuring high satisfaction and uninterrupted learning environments.

PROJECTS

[Chiyu](#)

- Developed responsive photography portfolio using Next.js, Tailwind CSS, and LightGallery with optimized image loading and mobile-first design, deployed on Vercel with automated CI/CD builds triggered by Git commits.

EDUCATION

University of Colorado Boulder

August 2016 - May 2020

Bachelor of Arts in Computer Science

SKILLS

Languages: Java, JavaScript, Python, C++, HTML, CSS, SQL

Frameworks and Libraries: Spring Boot, React, Next.js, Node.js, Tailwind CSS

Platforms and Tools: Git, GitHub, GitHub Actions, JIRA, Zephyr, ServiceNow (ITSM/CSM), Docker

Certifications: SAFe 5 Practitioner, SAFe 5 DevOps Practitioner, ServiceNow Fundamentals