

NICK BOURNIAS
(301) 412-4331 ♦ Nick@NickBournias.com
<https://www.linkedin.com/in/nickbournias/>

EDUCATION

Honors College, University of Maryland

Graduated May 2022

Robert H. Smith School of Business

Bachelor of Science, Information Systems

Information Systems (IS)

Academic Major

- Coursework included hands-on experience with Python, HTML, SQL, JavaScript, and similar software.
- Developed various programs in Python and JavaScript using sequence, selection, and repetition controls.

Advanced Cybersecurity Experience for Students (ACES)

Academic Minor

- Completed UNIX coursework emphasizing bash scripting, networking, digital forensics, log analysis, SQL injection, honeypot setup, and Wireshark packet analysis.

Philosophy

Academic Minor

- Developed skills in logic, problem solving, critical thinking, and academic research.

PROFESSIONAL EXPERIENCE

Ernst & Young (EY), Technology Consultant, Cybersecurity | Government Public Sector | Tysons, VA Sep. 2022 – Present

ServiceNow Business Analyst/Jr. Developer, Federal Energy Agency

- Actively participated throughout the SDLC, collaborating with stakeholders and technical teams to shape requirements, review designs, validate solutions, and support the ongoing enhancement and optimization of ServiceNow VRM solutions.
- Delivered ServiceNow solutions as part of client-facing consulting engagements, supporting our federal client by translating business needs into tailored platform configurations.
- Performed hands-on ServiceNow configuration, including designing and implementing Business Rules, Client Scripts, UI Policies, data imports, and custom workflows to meet client-specific needs.

Product Analyst, Government Housing Finance Sector

- Translated business needs into clear technical requirements using Gherkin syntax and Agile story writing.
- Configured ServiceNow ITSM modules, including Incident, Change, and Problem, tailoring forms, workflows, and business rules to align with organizational requirements.
- Streamlined the ServiceNow ticketing process to accelerate time-to-assignment by optimizing assignment rules, routing logic, and team ownership structures.
- Partnered with developers to validate API functionality, develop automated test cases, and ensure seamless system integration across multiple business teams.
- Led onboarding of housing loan products by driving discovery sessions, engaging stakeholders, and developing process documentation to ensure seamless implementation and alignment with business goals.

Security Analyst, Various Federal and State Agencies

- Conducted numerous Cyber Program Assessments, collaborating with business stakeholders to evaluate security posture and identify critical risks.
- Assessed current state of system security controls using NIST 800-53, NIST 800-171, and MITRE ATT&CK.

TECHNICAL EXPERIENCE

Personal/Professional Projects:

- ❖ Regularly script in a ServiceNow Personal Developer Instance (PDI) and complete scripting trainings through the ServiceNow Now Learning platform to strengthen platform development skills.
- ❖ Configure and manage my personal website (nickbournias.com) hosted on an AWS Lightsail WordPress instance, overseeing deployment, performance optimization, security updates, and content management.
- ❖ Developed and integrated custom JavaScript to connect with the OpenAI API on my personal website, managing authentication, handling rate limits, and resolving common API integration challenges.
- ❖ Developed Selenium automation scripts to authenticate and log into multiple websites daily, automating reward collection processes (e.g., daily login bonuses) and eliminating the need for manual interaction.

SKILLS

Clearance: Active Secret

Certifications: ServiceNow CSA, ServiceNow CIS-VR, Certified Scrum Master (CSM) | *Pursuing: ServiceNow CAD*

Skills: ServiceNow, Agile, JavaScript, Python, Selenium, HTML, CSS, SQL, Linux, Bash, CyberArk