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Summary

Experienced and certified ServiceNow development professional with a background in systems technology and experience including customer support, training, quality engineering, and development.

Skills

Client

- Catalog Requests, Record Producers, UI Policies, UI Actions, Client Scripts, AJAX, Variables, Variable Sets, CMS, UI Pages

Data Integrity, Management, and Presentation

- Business Rules, Data Policies, Access Control Lists (ACLs), Archiving, Many-to-many, Reports/Gauges, Dashboards

Development

- JavaScript, Glide, Script Includes, Scheduled Jobs, Fix Scripts, Debugger, Field Watcher, HTML, SQL

Process

- Workflows, SLAs

Integrations

- E-Mail (Configuration and Inbound Actions), Import Sets and Transform Maps, Transform Scripts, Field Transform Scripts, Azure AD

Applications

- SDLC, Test Suites/Plans, Customer Service, Project Management, Demand Management, Configuration Management, Asset Management, Service Desk Call

Development Experience

Service Desk Engagement

- Extended the Service Desk Call capability to ensure that the technicians processing the new call records avoided conflicting updates.
- Implementation included detection of simultaneous update events and notifications to provide reconciliation.

Ticket Management

- Developed incident, request, and change for multiple organizations using table extension, UI policies, and UI scripts to provide organizational-specific customizations.
- Modified ACLs to limit the visibility of tickets to only specific organizations because of their sensitivity.
- Created organizational catalogs for reporting incidents, making requests, and ordering items.

E-mail/Alert processing

- Created configuration-driven ingest of e-mail alerts, directing e-mails to the responsible parties with the appropriate priority based on rules configured by alert processing administrators.
- Coalesced duplicate alerts together by attaching e-mails to existing open alert tickets.

Job History

2017–present	Kforce Federal	Stevenson Ranch, CA
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Designed and developed high-performing activity logging mechanism for select data in the system involving:

- Creating Business Rules to detect the changes and inject events with collected changed GlideElements and encoded them into JSON string for the event parameter.
- Creating a Script Action to capture the events, decode the changes, and record them in the specialized activity log.
- Creating REST calls to retrieve the activity data to be presented on a Service Portal.

Designed and developed a high-performing data consistency checker and a data connectivity map involving:

- Creating Business rules to detect changes to records that could generate potential inconsistencies that needed review/modification and to create events to regenerate the connectivity data when needed.
- Creating a Script Action to capture events and coalesce the many similar events into a single event, avoiding repetitive, performance draining, redundant checks and re-creations.
- Creating Script Includes encapsulating required functionality, including handling time spans and frequency comparisons.
- Creating REST calls to retrieve the results of the check and show the connectivity data to be presented on a Service Portal.

Provided miscellaneous project support including:

- Designing and developing code to create and manage Schedules for determining global schedule conflicts.
- Creating REST calls to present various pieces of data on a Service Portal.

- Using my extensive ACL knowledge to create all ACLs and list controls for the project.
- Improving performance by finding and correcting issues in existing business rules and other code.
- Fixing defects and making other code modifications, creating notifications, creating modules queries.

2015–2017

Serendipity Integral Solutions

Stevenson Ranch, CA

IO Data

- Enhanced change management, including streamlining change ticket creation to use templates for ease of form entry.
- Modified and enhanced the service catalog.
- Hardened existing functionality by handling incidents, debugging, and implementing solutions. Addressed issues related to system upgrades.

Donaldson

- Customized the CMDB and integrated with Asset management. Solution required altering forms, script includes, and business rules to perform syncing between Assets and Configuration Items.
- Enabled the currency exchange capability and integrated with internally defined exchange rates. Implemented import of rates that supported a refresh of the rates periodically.
- Implemented over a hundred reports for Configuration Management and Asset Management. Created gauges from reports and built active dashboards.

Sprouts

- Scripted access controls to sensitive data, using roles, group membership, and ownership fields to determine access.
- Automated ticket creation and updating triggered by e-mails. Solved problem where “reply all” e-mails by users copied on original resulted in duplicates. Solution included watch list membership and notifications.
- Developed test plans, test cases, and tests (expected results). Executed test plans, analyzed results, and reported failures.

Inrix

- Made significant customizations to the Customer Service Application to support customer’s ambition to simplify and condense the application to better meet their needs.
- Implemented UI-driven process flow to present and allow only operations on records in specific states. Solution required extensive UI actions, policies, and client scripting.
- Automated alert ticket creation triggered by e-mails. Solution was configuration-driven allowing personnel to easily add alerts. Alerts were managed creating master alerts and capturing follow-up alerts as children. Created an operational dashboard to monitor alerts. Operator interfaces allowed for alert acknowledgement or incident creation.
- Supported the integration of legacy applications through the creation data import tables and transforming their contents into consistent records in the target system.

Republic Services

- Expanded New Call capability to handle ticket creation and processing by separate teams. Solved problem of multiple technicians simultaneously editing a ticket.
- Hardened existing functionality by handling incidents, debugging, and implementing solutions.
- Integrated a variety of approvals and made modifications to existing workflows.
- Automated ticket creation and updating triggered by e-mails. Enhanced notifications using mail scripts to filter out excess ticket content and clean up formatting.

2013-2015

Fox Filmed Entertainment

Stevenson Ranch, CA

ServiceNow Contractor

- Responsible for transitioning 21st Century Fox from LANDesk to ServiceNow, including extending Incident to provide unique incident handling and isolation. Developed ACLs to limit visibility of tickets. Created four CMS end-user portals.
- Responsible for data cleanup of unused or duplicate configuration items and companies. Emulated garbage collection model by adding reference counts to tables and developed scheduled jobs to count references to targeted objects. Archived objects where reference count was zero.
- Responsible for admin reduction. Gathered requirements from current admins and substituted admin role with more targeted out-of-the-box admin roles. Created roles and corresponding ACLs to facilitate non-admin access to customizations.
- Developed Windows Update Notification system allowing users the ability to define week and day of week for Windows updates to occur each month and that calculates the exact date for the update each month and sends a notification to the affected users two days before the forced restart would occur to automatically apply the update.

- Provided day-to-day maintenance including group creation, role management, and incident resolution (identified workarounds and created defects when appropriate).

2004–2013 *Self-employed* *Stevenson Ranch, CA*

Internet Marketer

- Developed web sites to market various products.
- Performed keyword analysis and search engine optimization.

2001–2002 *International TechneGroup Inc.* *N. Charleston, SC*

Software Quality Engineer, Technical Writer

- Developed and executed regression tests to verify the correctness of software integration products.
- Wrote and edited end-user documentation for commercial software products.
- Developed interactive demonstration material to assist in customer sales.

1997–1999 *Clemson University* *Clemson, SC*

Database Access Specialist

- Collected report requirements from users and formulated standardized SQL queries to generate reports from alumni management system.
- Reduced costs and increased report turnaround by building a library of parameterized queries and reports.
- Captured and defined requirements for next generation alumni management system.

1989–1995 *Data General Corporation* *Research Triangle Park, SC*

Issue Tracking System Manager

- Maintained legacy ticketing system for operating system support.
- Designed next generation issue tracking system based on a relational database and driven by e-mail ticket creation and notification.
- Oracle database administrator.

Operating System Quality/Support Engineer

- Developed regression tests for operating system kernel components.
- Provided technical support for all kernel functionality with the exception of file systems.
- Loaded and analyzed system dumps to determine areas of failure.
- Worked with customers to reproduce problems; provided feedback to customers.
- Created and distributed OS kernel patches for immediate response to customer problems.
- Provided technical support to third-party application developers porting to the operating system.
- Participated in major opportunities by gathering customer requirements and integrating applications for demonstrations

1986–1989 *Harris Corporation* *Palm Bay, FL*

CAD Developer

- Developed module generation framework for Cadence Design System.
- Created RAM generator using this framework.
- Developed schematic capture utilities.
- Created a training class for Cadence Design System and instructed over a hundred engineers in the use of the system.

1983–1986 *Clemson University* *Clemson, SC*

Teaching/Research Assistant

- Provided instruction to students in undergraduate computer science classes including Systems Programming and Introduction to Computer Design.
- Graded exams and programming assignments.
- Supported research efforts by administering UNIX research servers including script development, backup scheduling, system restarts, and troubleshooting.

Education

- MS in Computer Science, Clemson University, Clemson, SC
- MMed – Master’s in Music Education and Therapy, University of Georgia, Athens, GA
- BA in Music Education, Newberry College, Newberry, SC

Training and Certifications

- ServiceNow System Administrator Certification
- *ServiceNow Administration*, ServiceNow Training
- *Advanced ServiceNow Administration*, ServiceNow Training
- *Performance Analytics*, ServiceNow Training
- Knowledge15, ServiceNow User Conference
- Knowledge16, ServiceNow User Conference
- *Oracle System Administration*, Oracle University