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Summary

Developer with over thirty years of experience ranging from systems development to management, focusing on ServiceNow leadership, architecture, and development in recent years.

Qualifications

Leadership

- Directed vast expansion of ServiceNow including the tripling of process users and a ten-fold increase in service desks globally without increasing support costs.
- Established extensive internal training program for process users and developers to encourage organizational self-sufficiency.
- Managed support costs through educational and professional internships providing hands-on training and experience to developing personnel.
- Created SDLC Themes, Epics, and Stories for development including building Release and Sprint content. Led daily scrums as well as worldwide architecture and development forums.

Architecture

- Reduced risks associated with self-sufficiency using extended tables to provide each organization control over their own processes and interfaces.
- Controlled ITIL/Fulfiller license usage by placing it under Software License Management and automating the counting, tracking, and reclamation of licenses.
- Architected Request development standard based on order guides, requests, requested items, catalog tasks, execution plans, and change request/task cross synchronization during fulfillment.
- Architected system to manage master, assignment, holiday, shift, and rotation schedules with controlled development and approval so that schedules became effective/current in accordance with prescribed processes.

Development

- Established release methodology to support the validation and verification of change.
- Moved development to shared constructs facilitating reuse and supportability and established coding standards.
- Transitioned organization to Agile development model using ServiceNow SDLC application and constructs.
- Developed object-oriented scheduling system, providing scheduling management interfaces through schedule objects with underlying persistent representation using GlideRecord. System was capable of scheduling multi-week assignment schedules based on assignee qualifications and availability.

Skills

Client

- Order Guides, Catalog Requests, Record Producers, UI Policies, AJAX, Variables, Variable Sets, CMS, UI Pages

Data Access, Integrity, and Presentation

- Business Rules, Data Policies, ACLs, Reports, Widgets, Relationships, UI Macros, UI Formatters

Development

- JavaScript, Glide, Script Includes, Scheduled Jobs, Fix Scripts, Debugger, Field Watcher, HTML, Jelly, Object Orientation

Process

- Workflows, Execution Plans, SLAs

Integrations

- LDAP, SCCM, E-Mail, Web Services, Import Sets and Transform Maps, Transform Scripts, Field Transform Scripts

Applications

- SDLC, Asset Management, Software Asset Management, Performance Analytics, Project Management, Demand Management

Experience

2016–present

KForce Federal

Remote from Los Angeles, CA

ServiceNow Consultant

- Set up SDLC in ServiceNow for Theme/Epic/Story development and assignment.
- Researched existing data repositories and designed and implemented data imports of unstructured data requiring multiple transform maps using transform scripts and field scripts.
- Architected extensive scheduling mechanisms, requiring extending schedule tables to support assignment schedules consistent with recurring daily and weekly time off, vacation, and sick schedules. Scheduling took into account employment laws and organizational policies and post and shift rotations.
- Created role-driven home pages populated by reports using a wide variety of report types. Reports were dynamic by using JavaScript client scripts.
- Developed interfaces around scheduling requiring the use of UI Macros and Formatters in addition to standard UI Policies.

2012–2016

Fox Filmed Entertainment

Century City, CA

Director, Information Technology

- Managed, designed, and developed corporate ServiceNow instance for 21st Century Fox and constituent organizations.
- Managed significant increase in use to 75% of total corporate end-users and distributed over the globe.
- Designed and implemented mapping system, using end user's geographic location and needs to determine the appropriate service desk to meet that need.
- Reduced development and maintenance costs by developing internal training classes and establishing a professional internship program in partnership with outside contracting firms.
- Designed service desk federation capability leveraging ServiceNow's persistent object model to meet the unique needs of the various Fox constituencies while maximizing common object components.
- Extended Software Asset Management application to automatically track the allocation and usage of ITIL/Fulfiller licenses to maintain compliance. Implemented automated and request-based reclamation.

2006–2012

DreamWorks Animation SKG

Glendale, CA

Development Operations Manager

- Architected service-based framework to integrate diverse monitoring and tracking systems to provide correlated views of performance trends, incidents, and availability.
- Designed and led the development of a global dashboard to present performance, health, and availability of critical studio applications and services.
- Reduced support teams by over 50% for legacy services while maintaining greater than 99.9% availability as supported productions more than doubled.

Productivity Tools Manager

- Transitioned studio to a new version control and defect tracking system to better handle studio's ambition of increased productions, global collaboration, and next generation software development.
- Redesigned the studio's digital asset management system to provide active collaboration between artists located in the states and those located in India while providing a virtually local user experience in terms of performance and availability.
- Reduced time to prepare a production's assets for multi-site replication by 75% (from weeks to days).
- Designed and led team in the implementation of a system to facilitate the managed sharing of digital assets between productions. Reduced cross-production change propagation costs by 80%.

Software Configuration Lead

- Designed and implemented studio-wide, project-driven branching mechanism based on CVS source management to better support next generation project development efforts.
- Established studio development process and provided extensive documentation and training on studio development practices. Classes were taped for on-line training.
- Designed and implemented multi-host, multi-process garbage collection system to clean up unused built objects. Effort eliminated days of manual effort and reduced disk space demands on the studio.
- Transitioned the studio from Perl to Python, 32-bit to 64-bit, and static libraries to shared.

2005–2006	ITT Industries	Van Nuys, CA
Configuration Manager		
- Automated and improved software release process, achieving a 75% reduction in the time to release. - Wrote software release procedures in preparation for ISO 9000 certification.		
1999–2005	International TechneGroup Inc.	N. Charleston, SC
Director/Project Manager		
- Established cooperative education program, recruiting top candidates with a program designed to maximize the student's productivity while meeting their educational goals. - Established intensive internal training programs for new college graduates and cooperative education students. - Authored organizational procedures for design, development, test, and release of software products.		
Developer		
- Designed and developed integrations between large enterprise product data management systems and software configuration and mechanical CAD systems. - Deployed automated product build process, significantly improving the reliability of software distributions for major, minor, and patch releases. Deployed source control throughout the organization. - Designed and developed framework to facilitate the porting of C and C++ functionality between multiple flavors of UNIX and Windows. Wrote multiple Python and Perl packages for organization-wide usage.		
1997–1999	Foxtire Technologies	Seneca, SC
Product Manager		
- Transitioned products from DOS and flat files to relational databases and Windows. - Developed Shop Floor Control and Warehouse management systems interfacing with Intermec barcode equipment. - Placed products under source control and managed product and release configurations.		
1995–1997	Integrated Support Systems	Seneca, SC
Standards Liaison and Integration Specialist		
- Led cross-industry team in the deployment of standards-based data exchanges of product data resulting in successful live demonstrations. - Placed products under source control, developed release policies, managed configurations, and trained employees to perform configuration management and release tasks.		
1989–1995	Data General Corporation	RTP, NC
UNIX Quality Manager		
- Led team in the verification of the operating system using automation and in-house usage. - Broadened quality engineering resources to include the verification of kernel components critical to the operating system's availability. Expanded code coverage to include kernel code. - Consolidated redundant verification frameworks resulting in license and maintenance savings. - Formed alliances with universities to fund research and development and integrated their efforts into product enhancements. - Placed all verification tools under source control and established a release discipline for all verification deliverables.		
Technical Lead		
- Designed next generation volume management technology to significantly reduce server downtime for storage maintenance consistent with corporate focus of high availability. - Led cross-functional team to develop volume management technology. This effort required significant changes in underlying disk formats, boot mechanisms, and administration interfaces. - Redesigned the source archives to spread development over multiple servers. This significantly increased productivity through increased performance and availability. - Maintained volume management components such as partitioning, multiplexing, and mirroring in the UNIX kernel. - Supported the core components of a proprietary, standards-based RDBMS.		
1985–1989	Harris Corporation	Palm Bay, FL
- Integrated proprietary CAD systems into the Cadence design system. - Designed and developed parametric schematic capture system that allowed engineers to define reusable schematics. - Placed all products under source control.		

1982–1985	Overland Steel	Sandy Springs, SC
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- Designed, developed, and supported software packages to manage corporate payroll, product cost estimation, product manufacturing, and shipping.

Papers

- *Concurrency Control in Distributed Databases*, Master’s Paper
- *High Availability Using Disk Mirroring*, Data General Technical Symposium
- *The Implementation of Virtual Disks*, Data General White Paper

Presentations

- *Supporting Multiple Organizations in ServiceNow*, ServiceNow User Group
- *Worldwide Federated Service Desks*, ServiceNow User Conference (Knowledge 14)
- *Studio Development (Part I and II)*, DreamWorks Animation Training
- *Working with Replicated PeRCS*, DreamWorks Animation Training
- *Releasing Software in a SOA Environment*, DreamWorks Animation
- *Software Development and ClearCase*, Developer Training, ITT Industries
- *Software Configuration Management*, Metaphase Technical Symposium
- *Programming in C*, Developer Training, International TechneGroup Inc.
- *Programming in Python*, Developer Training, International TechneGroup Inc.
- *Using ClearCase*, Developer Training, International TechneGroup Inc.
- *Programming in Perl*, Developer Training, Integrated Support Systems
- *DG/UX Disk Mirroring*, Data General User’s Group
- *High Availability Using Disk Mirroring*, Data General Technical Symposium

Education

1982-1985	Clemson University	Clemson, SC
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- M.S., Computer Science

1979-1981	University of Kentucky	Lexington, KY
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- Bachelor of Business Administration

1977-1979	Butler University	Indianapolis, IN
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- Transferred to an accredited university in area of study

Training

- *Advanced ServiceNow Administration*, ServiceNow Training
- *Asset Management*, ServiceNow Training
- *Scripting in ServiceNow – Beyond the Fundamentals*, ServiceNow Training
- *Six-Sigma Greenbelt*, University of Michigan

Awards

- 2010 DreamWorks Animation Technical Achievement Award