

ServiceNow Senior Developer

8+ years as a ServiceNow focused IT professional. Expert in leading and contributing to projects designed to enhance system functionality and end-user productivity. Acknowledged for ability to tackle challenging issues, analyze alternatives, and provide innovative solutions. A resourceful, life-long learner, embracing knowledge as a tool for improved problem-solving effectiveness.

Employment Summary

Independent Consultant, Corinth, TX

2015 to Present

Senior ServiceNow Developer

Continue working enterprise level clients and the government sector to provide custom solutions on the ServiceNow platform. Focus is on custom application development using JavaScript, HTML, CSS, jQuery, ServiceNow Glide API, business rules, client scripts, script includes, workflow, ACLs, etc.

- Albertsons/Safeway: Worked on a major rollout of services for the Service Catalog. Setup catalog items and built out workflows.
- Department of State: Built or assisted on multiple applications including:
 - Timesheet: Accept timecards and PTO requests
 - Conference Room Booking: Allow users to search and book conference rooms along with bumping other requests
 - Case Management: Small app to track communications between overseas customers
 - Grant Management: Enhanced application to support payments made out for awarded grants

Fruition Partners, Indianapolis, IN

2013 to 2015

Technical Analyst

Technical analyst working solely on the ServiceNow platform. Worked on implementations throughout the United States in various stages. Typically lead all projects as senior technical resource. Involved with high revenue projects; dedicated full-time.

- Some of the more non-standard applications I've worked on include On-Call Scheduling/ROTA, Domain Separation, Service Catalog, Reporting, Content Management (CMS), SDLC, Knowledge, SLAs, Custom applications, etc.
- Earned Employee of the Month during first year of employment
- Designed complicated service catalog workflow for major tech company
- Major re-design on service catalog shopping cart functionality for Fortune 1000 company

JIT Resources, Indianapolis, IN

2011 to 2013

Technical Consultant

Technical consultant on the ServiceNow platform. Worked on a customizations team that focused on creating custom solutions on the ServiceNow platform. Assisted new coworkers in getting ramped up on the platform. Worked on nearly 30 different projects in this position.

- Created custom call center application with a wizard script to guide ticket creation.
- Helped create a round robin plugin to assign tickets in a rotation based on scheduling within the tool.
- Created custom telephone work orders using Service Catalog. The design was very custom compared to out-of-box. Created custom print pages to work with the work orders.
- Worked with clients in many verticals including colleges, healthcare, telecommunications, insurance, pharmaceutical, and financial services.

The Indianapolis Star, Indianapolis, IN

2009 to 2011

Systems Analyst II

Project lead in moving local help desk from a custom Lotus Notes database to ServiceNow ITSM software. Invited by Corporate to become a Global System Administrator to help standardize, develop, and rollout a consolidated help desk to 90+ newspapers and broadcast stations. Progressed to development role to add new functionality to ITSM tool. Standardized many processes corporate wide. Lead support for company paging system, eBook reader devices, and a National Finance center of 75 corporate employees.

- ServiceNow project led to a Star Award for leading one of the major newspapers to the new tool. Conversion allowed the location to automate change management workflow while reducing activities and being compliant with internal audit.
- Deployed Employee Self-Service that allows for employees to create their own tickets for IT. This cut help desk calls for the Finance center by 60%.
- Setup multiple eBook VMs to host replication software for 13 distribution centers. This improved stability for downloads of delivery routes to eBook readers.
- Worked with other local administrators to convert all 82 newspapers to a new help desk tool in three years. My location was one of the original four to convert. My desire to standardize the platform and develop custom solutions moved me from a Local Administrator to a Global System Administrator.

The Indianapolis Star, Indianapolis, IN

2007 to 2009

Technical Analyst

Responsible for working on help desk, computer repair, and level 2-3 issues. Quickly became the go-to analyst for Department Heads with technical issues including computer support, meetings, etc. Previous knowledge of MS Access and database management led me to Systems Analyst duties within the last year of this position. Improved and automated various operational tasks for the IT Department.

- Introduced many tools that repaired bad malware infections to prevent constant re-imaging of inventory.
- Wide range of computer/electronic experience allowed me to repair multi-function printers myself (with ordering parts) preventing us from calling hourly vendors for repairs.
- Acceptance of this promotion brought VP and CEO level attention as I was going to be a considerable loss to my previous department/position. Company size was 1,000+ employees at this time.

Education

IUPUI, Indianapolis, IN

2007

Three years completed / Computer Technology (Web Development)

Certifications

ServiceNow System Administrator, May, 2011

ServiceNow Certified Implementation Specialist, May, 2013

ServiceNow Application Developer, May 2018

Conferences

Knowledge '10, San Diego, CA, 2010. 2-day System Admin Training & 3-day Conference

Knowledge '11, San Diego, CA, 2011. 3-day User Conference/Sessions

Knowledge '12, New Orleans, LA, 2012. 3-day User Conference/Sessions

Knowledge '13, Las Vegas, NV, 2013. 3-day User Conference, Assisted System Admin Training

Knowledge '14, San Francisco, CA, 2014. 3-day User Conference, Assisted Adv. System Admin Training

Knowledge '18, Las Vegas, NV. 3-day User Conference/Sessions

Honors

2010 Q3 Lead Star Award, The Indianapolis Star, Indianapolis, IN, 2010. Award for Lead Core Value

Nov. 2013 Fruit of the Month, Fruition Partners, Indianapolis, IN, 2013. Award for Helping our Clients