

<b>Sean Boyer</b>	Cell: 830-765-2286 Email: <a href="mailto:SeanABoyer@gmail.com">SeanABoyer@gmail.com</a>
<p>C#, Visual Studio, JavaScript, Angular JS Agile, Selenium, ScienceLogic (em7), PowerShell</p> <p><u>Service Now:</u> Business Rules, Client Scripts, AJAX, ACLs, UI Policies, UI Actions, Script Includes, Catalog Items, Scoped Applications, Service Portal</p>	<h3>Work Experience</h3> <p>ITSM Software Developer <span style="float: right;">Oct 2017-Present</span>  <i>University of Wisconsin Health and Clinics - Madison, Wisconsin</i></p> <p>Develop HR &amp; Payroll self-service FMLA process (Previously Manual).  Developed Scoped application to assist in Auditing and Documentation of clinical processes increasing accuracy and reducing time spent auditing and documenting.  Developed platform and portal design/technical standards to reduce complexity of modifications and upgrades.  Designed the CMDB to be automatically populated based on data from source's of truth.  Developed Integrations with 3rd party platforms such as ScienceLogic and VMware to facilitate automation with infrastructure.  Maintain CMDB by allowing teams to manage their CI's through standardized and automated processes.  Developed Service Portal widgets to increase customer experience on the Service Portal.  Engage with customers to determine process and procedures, find process improvement and automation opportunities.  Work with process owners to modify the core ITIL processes to fulfill company needs.  Migrated ServiceNow platform from Istanbul to Kingston in two weeks.</p> <p><b>Certifications:</b> Certified Systems Administrator (Kingston)  <b>Courses:</b> ServiceNow Advance Service Portal</p>
<p>C#, Visual Studio, JavaScript, Angular JS Agile, RTC, Java, Selenium</p> <p><u>Service Now:</u> Business Rules, Client Scripts, AJAX, ACLs, UI Policies, UI Actions, Catalog Items, Scoped Applications, Service Portal</p>	<p>Software Developer and Integrator III <span style="float: right;">Jan 2017-Oct 2017</span>  <i>United Services Automobile Association - San Antonio, Texas</i></p> <p>O&amp;M for an in-house tool used by Service Desk employees to obtain information about customers to provide a better experience through the troubleshooting process.  O&amp;M for in-house tools used for employee self service to improve return to service.  Developed a testing process to better fit the agile development process that was in place.  Developed functionality in ServiceNow for Problem, Major incident, Incident, Knowledge, and Service Portal to increase return to service and first contact resolution while providing a great customer experience.  Designed and Developed scoped app in ServiceNow to allow for better communication to business partners.  Designed scoped app in ServiceNow to allow for automation of incident routing, increasing return to service.</p> <p><b>Courses:</b> ServiceNow System Administration, Advanced System Administration, Scripting, and Orchestration</p>
<p>VMware ESX 5.5, Vsphere, PowerCLI, Powershell, Active Directory</p>	<p>Student System Administrator <span style="float: right;">Jan 2015-Dec 2016</span>  <i>Our Lady of the Lake University - San Antonio, Texas</i></p> <p>Automated the creation of visitor accounts. Managed WSUS updates for university servers.  Managed sub domain for the CISS department, used to students and professors. Automated the creation and deletion of user VM's based on currently active users. Implemented GPO's, updated software, designed new VM templates.</p>
<p>GitHub: <a href="https://ashkore.github.io/">https://ashkore.github.io/</a></p>	<h3>Education</h3> <p>Computer Information Systems and Security  Our Lady of the Lake University, San Antonio TX <span style="float: right;">Dec 2016</span></p>

Sean Boyer	Cell: 830-765-2286	Email: <a href="mailto:SeanABoyer@gmail.com">SeanABoyer@gmail.com</a>
	<b>Certifications</b>	
	ServiceNow Certified Systems Administrator (Kingston)	June 2018
	<b>Leadership</b>	
	Infrastructure Automation Steering Committee at UWHealth	May 2018-Present
	- Put in place to document standards, guidelines and policies around infrastructure automation.	