

# Charles Marvin

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## SUMMARY

Seasoned IT Help Desk Analyst with 7+ years of experience in IT service operations. Strong background in process documentation and analysis for ServiceNow ITSM, and process improvement. Adept at evaluating service desk operations, improving workflows, and collaborating with stakeholders on digital transformation and AI-based service improvements. Known for clear communication, strong documentation skills, and delivering reliable solutions in dynamic environments.

## CORE SKILLS

ServiceNow Admin & Record Analysis

KPIs, Metrics & SLA Reporting & Dash-boarding

Business Process Mapping (Swim Lane Diagrams)

Incident, Problem, Change, Service Catalog

Service Desk AI & Automation

ServiceNow Performance Analytics

IT Help Desk (Tier 1–3) End User Support

TCP/IP, Hardware & Network Troubleshooting

## Software Tools:

**OS/Platforms:** Windows 11/10/8, macOS, iOS, Android; **Cloud/Systems:** M365, Entra AD, Google

Workspace; **Remote Tools:** RDP, TeamViewer, BeyondTrust; **Ticketing and tracking:** ServiceNow, Jira, D365;

**Virtualization:** VMware, Citrix, Entra/Azure, ControlUp DEX; **Networking:** DNS, DHCP, VPN, TCP/IP

troubleshooting; **Collaboration:** Teams, Slack, SharePoint, Word, Outlook, PowerPoint, Visio; **Data Analysis:**

Excel (pivot tables, xlookup), Power BI, Tableau, SQL; **Methodologies:** ITSM, Agile Collaboration

## EXPERIENCE

IT Support Analyst IV | Reliance Inc. | Cypress, CA

Feb. 2023 – Feb. 2025

IT Support Analyst III | Reliance Inc. | Cypress, CA

Feb. 2018 – Feb. 2023

- Led analysis and enhancement of ServiceNow-based ITSM, ITAM, ITOM workflows for enterprise, improving resolution time and categorization accuracy.
- Created swim lane diagrams and SOP documentation to streamline support processes across cross-functional teams.
- Interfaced with engineering, HR, and operations stakeholders to align services with business objectives.
- Produced and interpreted ServiceNow dashboards and performance metrics for SLAs, KPIs, and subsidiaries reporting.
- Major Incident escalations, Post incident reviews, and collaborated on integrating automation features (e.g. scripted record generators).

## EDUCATION

Calbright College, Sacramento CA - Certificate, Data Analysis - Aug 2025

Computer Education Institute, Carson CA - Certificate, Computer Network Administration

Brigham Young University, Provo UT - Bachelor of Arts, International Relations

## Certifications:

ServiceNow CSA; ITIL v3 Foundations; HDI Help Desk Professional; RAD (Rapid App Development) Project Management; CompTIA A+; Microsoft MCSE (legacy)

## **RELATED PROJECTS**

**Incident ATTR Analysis** - Presentation and proposal for routine task automation of Oracle Database operations.

**Now Assist Generative AI Implementation** - AI enabled chat for end users and support analysts, performance metrics and reporting.

**Record Generators** for automating daily routine tasks (i.e. password resets) - improving help desk analyst ticket documentation and reducing not ready time in phone queue by 15%.

**ITSM Implementations** - Documented processes and workflows, created performance metrics and reporting for the following modules: **Knowledge; Request; Change; Incident.**

**Data Management Plan** - Developed detailed data management plan for large medical organization including data inventory, cleaning, sensitive data sets (PII & PHI), while maintaining compliance, security and ease-of-use for the organization.