

Charles Marvin

Please use Contact page at: <https://chuckmarv.github.io/portfolio-website/> | Long Beach, CA

SUMMARY

Seasoned IT Service Desk Operations Analyst with 10+ years of experience in IT service operations. Strong background in process documentation and analysis for ServiceNow help desk ticketing implementation, management, and process improvement. Adept at evaluating help desk operations, improving workflows, and collaborating with stakeholders on digital transformation and AI-based service improvements. Known for clear communication, strong documentation, and delivering reliable solutions in dynamic environments.

CORE SKILLS

ServiceNow Admin & Ticketing System Analysis
Service Desk Metrics, Reporting & Dashboarding
Business Process Documentation (Swim Lane Diagrams)
Incident, Problem, Change Management, Service Catalog (ITIL)
AI & Automation in Service Desk Operations
ServiceNow Performance Analytics
IT Help Desk (Tier 1–3) Remote & Onsite 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; **Networking:** DNS, DHCP, VPN, TCP/IP troubleshooting; **Collaboration:** Teams, Slack, SharePoint, Word, Outlook, PowerPoint, Visio; **Data Analysis:** Excel (pivot tables, xlookups), Power BI, SQL; **Methodologies:** ITSM, Agile Collaboration

EXPERIENCE

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

Aug. 2009 – Feb. 2025

- Led analysis and enhancement of ServiceNow-based ticketing workflows for enterprise, improving resolution time and ticket 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 help desk services with business objectives.
- Produced and interpreted ServiceNow dashboards and performance metrics for SLAs, KPIs, and subsidiaries reporting.
- Participated in post-incident reviews and collaborated on integrating automation features (e.g. scripted record generators).

EDUCATION

Calbright College

Certificate of Competency in Data Analysis

August 2025

Computer Education Institute, Carson CA
Computer Network Administration

May 2001

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

June 1989

Certifications: ServiceNow Associate Administrator Badge; ITIL v3 Foundations; HDI Help Desk Professional; RAD (Rapid App Development) Project Management; CompTIA A+; Microsoft MCSE (legacy); Hubbell Premise Wiring

SERVICENOW PROJECTS

Incident Average Resolve Time 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 Generator Implementation 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%.

Multiple Other Implementations - process documentation and workflow designs, performance metrics and reporting for the following modules and processes (reverse chronological order):

Knowledge Management; Request Management; Change Management; Incident Management