Creyona J. Macklin

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SUMMARY: ServiceNow Developer and System Administrator for federal clients.
Experience with technical implementation and client engagement.
Cum Laude graduate with BA in Strategic, Management, & Legal Communication.

EDUCATION: **BA in Strategic, Mgmt., & Legal Comm (Political Science Minor), July 2021**
Howard University, Washington, D.C.
Graduated Cum Laude with a GPA of 3.26 on a 4.0 scale

Courses taken included:

College Algebra I WR	Principles of Economics I
College Algebra II	Computers & Society Lec/Lab

EXPERIENCE:

System Administrator, August 2024- Present
Intact Technology, Richmond, Virginia

- Oversee system outages and update data based on diagnostics, and transaction performance, while collaborating with support engineers to promptly resolve automated P1 incidents.
- Resolved a year-old VIP customer-reported incident within 3 months by identifying a JSON payload error in the API integration, addressing system-wide OBM event alerts and automated ticket generation.
- Train end users, including BPOs and Product Owners, on ServiceNow fundamentals supporting successful UAT testing and driving ServiceNow adoption.
- Direct consistent scrum ceremonies and sprint planning for IRS Criminal Investigation team consisting of BPOs, project managers, developers, software architects, and third-party partners ensuring seamless application expansion of Incident and Knowledge.

Technical Consultant (ServiceNow Developer), August 2023-August 2024
Intact Technology, Richmond, Virginia

- Developed and refined 40+ user stories by implementing custom scripting (JavaScript, HTML, CSS), clarifying requirements, and leveraging UX wireframes to automate workflows, enhance platform functionality, and meet specific business requirements.
- Serve as 1 of 4 senior developers to help lead the Inflation Reduction Act portfolio for IRS Commissioner with full visibility into projects, goals, and risks through the enablement of the Strategic Portfolio Management application.
- 1 of 2 O&M developers selected by the Chief Growth Officer to represent Intact Technology at Q2/**Threat Intelligence Security Center technical implementation** boot camp (AMS/EMEA) hosted by ServiceNow's Security Operations Product Management team.

Junior Technical Consultant, May 2023- August 2023
Intact Technology, Richmond, Virginia

- Managed queue to review change requests and perform development for Federal Employee Program Operations Center utilizing OpenText™ SMAX (ITSM) Software.
- Executed ServiceNow development for internal initiatives including CMDB management, knowledge articles, catalog items, workflows, dashboard enhancements, and email notifications.

Project Manager, February 2023-June 2023
Kateland Consulting Group, LLC, Jacksonville, Florida (Remote)
- Partnered with Principal Consultant to lead the planning and execution of a two-day virtual college forum for academic leaders, managing logistics, scheduling, and stakeholder communication.
- Oversaw virtual platform setup and troubleshooting on Accelevents for 200+ attendees.
- Drafted 2 job postings and interviewed contractors to collaboratively develop a comprehensive market strategy.

Wireline Account Manager, August 2021-July 2022
AT&T HQ, Dallas, Texas
- Led facets of account management for 1,000 mid-market healthcare businesses nationwide including weekly meeting facilitations with C-suite executives to identify business objectives.
- Synthesized client data from enablement software to strategically implement technical offerings – including cybersecurity, vpn, firewall, cloud connectivity, SD-WAN, and first responder network services.
- Awarded #1 program stack ranking based on quota metrics and development milestones within wireline track in B2B sales development program.

INTERNSHIPS:
- **Cricket Wireless, Atlanta, GA (Remote) Training & Communications Intern 2020**
- **AT&T HQ, Dallas, TX Chief Privacy Office Intern 2019**
- **AT&T Business, Atlanta, GA Southeast Region Sales Department Intern 2018**
- **Bank of America, Richmond, VA Student Leader Intern 2017**
- **Virginia Department of Corrections Headquarters, Richmond, VA Intern 2016**
- **City of Richmond, Commonwealth's Attorney Office, Richmond, VA Intern 2015**

CERTIFICATIONS:
- ITIL v4
- ServiceNow Certified Application Developer
- Google Cybersecurity Specialization
- G{Code} Intro to Web Development Completion
- ServiceNow Certified Implementation Specialist, ITSM
- ServiceNow Certified Implementation Specialist, HRSD

RELEVANT SKILLS:
- Languages: JavaScript, HTML, CSS, Python, SQL
- Software: Linux, ServiceNow, SMAX, Salesforce, Microsoft Office, GitHub, Figma, Visual Studio Code
- People skills: Intercultural Communication, Leadership, Adaptability, Strategic Thinking

COMMUNITY SERVICE:
- G{Code}, Volunteer Facilitator
- Delta Sigma Theta Sorority, Inc., Active Member
- Suited for Change, Volunteer Stylist

STUDY ABROAD:
- Global Immersion Trip to Beijing, Xi'an, and Shanghai, China