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EXPERIENCE

SENIOR SERVICENOW DEVELOPER | SUNTRUST | 2019 - PRESENT

- Participate in Agile SDLC with 2 week development sprints.
- Serve as mentor for incumbent developers.
- Develop new features and patches for a wide variety of ServiceNow modules including but not limited to ITSM, ITOM, CMDB, and Discovery.
- Development encompasses all the usual suspects: ACL's, business rules, client scripts, UI/Data policies, etc.
- Enhanced company-wide process automation by creating a REST API processor integrated with MuleSoft.
- Created the following scoped applications:
 - Temporary Admin Access Request – a catalog item that allowed specific users to request temporary admin access to an instance.
 - Read-only Admin Access Request – a catalog item that allowed specific users to request read-only admin access to an instance.

SENIOR SOFTWARE ENGINEER | INTELSAT | 2018 - 2019

- Responsible for the global enterprise level implementation, development, and administration of their four ServiceNow instances (*Kingston and London*).
- Exported thousands of inventory items (routers, servers, etc) from Netcracker to Excel files and imported the content into ServiceNow along with dependency relationships via custom PowerShell scripts
- Developed recursive modeling application for product modeling.
- Development of business rules, client scripts, UI policies, UI actions, processors, script includes, REST clients and endpoints
- Developed satellite tracking and sun outage calculator as dashboard widgets.
- Developed various UI pages as modal dialogs.
- Developed PoC UI pages that used the mxgraph JavaScript library to display interactive, data driven rack images (think Facilities Management interactive floor diagrams).
- Currently developing gamification concepts to help drive adoption and use: ZombieNow and MissileNow (probably requires verbal explanation).
- Developed proof-of-concept order guide for the onsite cafeteria.
- Coordinated the implementation of a site-to-site VPN between ServiceNow and Intelsat.
- Configured scheduled loads of Active Directory users and groups via LDAP.
- Configured SSO for authentication with Azure as the IDP.
- Configured both Windows and Linux MID servers.

- Demonstrated the use of Run Scripts in workflows to call PowerShell scripts on the Windows MID servers for use in the automation of various Service Catalog requests.
- Developed Service Catalog items and associated workflows for service requests such as shared folders, name changes and more.
- Created inbound e-mail actions to process various requests including requesting catalog items via e-mail.
- Wrote lots of documentation.

SERVICENOW ADMIN/DEV | CLAYTON STATE UNIVERSITY | 2014 - 2018

- Implemented ServiceNow Express.
- Upgraded to ServiceNow Enterprise in 2015.
- Recreated our home-grown network and IP address management application to ServiceNow. This allows our networking team to scope out and reserve IP addresses for static assignment to devices. I created a workflow which allowed the team to temporarily reserve an IP address when they need one for temporary testing. When an IP address is reserved for a server, the application allows the requester to create a DNS entry for the system. One-stop shopping is what I live for.
- Created various catalog items for the campus that allowed users to request services from my department. Such items include firewall requests, virtual machine requests, file server permissions requests, and several more.
- Created a service portal from which the services mentioned above were located.
- Designed, at least as much as was needed, our Change Management forms and procedures.
- Implemented our business services solution. The technical services that we host are linked to their respective servers in the CMDB. If a server goes off-line, the technical service hosted by that server is marked as problematic. For the most part, that functionality is already built into ServiceNow but I did have to customize some things.
- Set up Mid Servers that used PowerShell scripts to query Active Directory information that we don't want imported into ServiceNow. This allows our helpdesk to view Personally Identifiable Information about users while keeping the data local.
- Wrote various PowerShell and Node scripts that use ServiceNow's REST API to perform operations on data stored in ServiceNow. I'm particularly proud of one such Node application. It integrates Microsoft Teams and Skype with ServiceNow using a bot. Our helpdesk team can ask the bot, for example, who manages what business service. It can query change requests and outages to see if there is an upcoming change or if something is down. It does a few other things but this is fairly new. More features to come.
- As a proof of concept, I integrated ServiceNow with Amazon's Alexa. For example, I can say "Alexa, open SNOW and list all open incidents" and it will read the summary of each one as well as who the caller is.
- Created a scripted REST interface used for providing short URL's without using a 3rd party service.
- Created patch management system to keep track of 156 Windows servers.
- Created workflow scripts that call PowerShell script to create virtual machines and shared mailboxes.
- Experience with the following modules and features:
 - Asset Management

- Background and Client Scripts
- Change Management
- CMDB
- Help the Helpdesk
- Incident Management
- Knowledgebase
- Problem Management
- Service Catalog
- Service Portal
- Workflow Editor
- Implemented and developed for versions Eureka through Kingston.
- Developed and published scoped applications using Studio with applications linked to source control.
- Published applications amongst instances with update sets.
- Wrote lots of technical knowledge base articles on various services, standards, and procedures.

OFFICE 365 PRINCIPAL ADMINISTRATOR | CLAYTON STATE UNIVERSITY | 2013 - 2018

- Planned, designed, and implemented CSU's Office 365 hybrid tenant.
- Migrated 1,100 faculty/staff and 15,000 student Exchange mailboxes to Exchange Online.
- Provided documentation and day to day support for
 - Office 365 Administration
 - Outlook
 - Teams
 - OneDrive for Business
 - Skype for Business
 - SharePoint
 - Yammer
- Mentored and trained staff and student help desk workers.
- Implemented ADFS with Active Directory as the IDP for over a dozen SAML and WS-Fed based consumers.
- Implemented Azure Multi-Factor Authentication for e-mail and the OneUSG HRMS.
- Championed the use of Teams and Yammer as a means of efficient and successful communication amongst peers.
- Created a Node chatbot to integrate Teams and ServiceNow. This allowed our help desk staff to query ServiceNow for information without leaving Teams.
- Wrote dozens of PowerShell scripts to automate processes used to manage Active Directory and Office 365 and to integrate data from our Oracle based student information system (Banner).

ACTIVE DIRECTORY/EXCHANGE PRINCIPAL ADMINISTRATOR | CLAYTON STATE UNIVERSITY | 1999 – 2018

- Migrated staff accounts from Novell Netware to Windows NT and, shortly after, Active Directory and Exchange 5.5.
- Migrated student accounts from home-grown Linux server to Active Directory and Exchange 2000.
- Upgraded to Exchange 2003, Exchange 2007, and then to Exchange 2010. With Exchange 2010, I set up and used Database Availability Groups to provide failover for all mailboxes.
- Upgraded to Exchange 2013 which was our last on-premise Exchange system.

WINDOWS SERVER PRINCIPAL ADMINISTRATOR | CLAYTON STATE UNIVERSITY 1999 – 2018

- Responsible for purchasing, physical installation and configuration of all Windows servers.
- Set up and maintained 144 Windows Server VMWare virtual machines including but definitely not limited to:
 - Microsoft SQL Server 2014 servers configured with high availability.
 - Active Directory (Windows 2012 R2) domain controllers.
 - MySQL servers.
 - File servers.
 - Lots of IIS servers.
 - Windows IPSEC VPN servers.
 - Azure MFA servers.
 - SecureDoc disk encryption server.
 - Veeam server.
 - Dev, QA, and Prod versions of most of the servers and services.
- Automated virtual machine provisioning with PowerCli.
- Used PDQ for server provisioning, application installation, and updating.
- Used Group Policy to manage various configurations on over 3000 domain workstations as well as the servers.
- Responsible for the backups of all Windows and RHEL servers. Veeam is used as the backup software which backs up to three on-prem ExaGrid disk-based backups systems and two off-site ExaGrids.

CAMPUS SUPPORT TECHNICIAN | CLAYTON STATE UNIVERSITY | 1994 – 2018

- Provided support to the campus community—everything from hardware to application support.
- Yes, I still did that until my last day. I was there a long time and people knew me.

Relevant Development Environments

- Git
- Node
- JavaScript
- AngularJS
- Jelly
- C#
- PowerShell
- Visual Studio Code
- ServiceNow Studio
- ServiceNow Flow Designer
- ServiceNow Workflow Editor
- ServiceNow Update Sets
- ServiceNow versions: Eureka, Fuji, Geneva, Helsinki, Istanbul, Jakarta, Kingston, London, Madrid, New York

Affiliations

- Atlanta SNUG – regular attendance
- Active on <https://community.servicenow.com>