Michael D. Mallon

MallonIT.com

Career Objective:

Agile Product Owner specializing in SaaS infrastructure solutions including but not limited to ServiceNow and Microsoft 365 Enterprise, seeking full-time leadership position.

Core Competencies:

- Integrity
- JavaScript
- Agile Mindset
- ServiceNow
- Servant Leadership
- Process Automation
- Product Ownership
- Relationship Building

Experience:

State Farm Mutual Automotive Insurance Co., Dallas, TX 2016 – Present

Technical Administrator: March 2023, Product Owner: April 2024
- Maintained technical responsibilities while serving as ServiceNow Platform team's Product Owner
- Fostered innovative, time-saving projects: SPAR CR Automation, Delegated Developer onboarding
- Deployed the ServiceNow Mobile application to Enterprise Technology
- Reduced Development and Promotion freezes during upgrades by 32% and 50%, respectively

Infrastructure Analyst: June 2018, Product Owner: April 2019
- Lead Cisco UC Provisioning team of 35 with a $3M labor budget
- Created the JRT tool used to provision Claims associates ASAP in wake of catastrophes
- Managed VoIP environment containing over 300,000 endpoints
- Lowered SLA for reactive and proactive service work to 24 and 48 hours, respectively
- Engineered automated attendants that drove agent sales revenue while reducing hold times
- Quickly mastered technology concepts and mentored peers by hosting training events

Intern: January 2016
- Built confidence in my brand by developing high-resolution graphics in Adobe Illustrator
- Repaired servers, networking, and storage appliances in enterprise data center

Best Buy, Schaumburg, Bloomington, IL 2012 – 2016

Sales Associate
- Built relationships with high-income customers by providing honest answers and skilled support
- Exceeded sales goals by generating over $1M of sales revenue in 12 months

Education:

Illinois State University, Normal, IL

Bachelor of Science – Computer Systems Technology, minor in Business Administration
- Coursework emphasis in hardware, software, E-commerce, accounting, and economics
- Mastered Microsoft Office and Adobe Creative Cloud applications

Southern Methodist University, Dallas, TX

Full Stack Coding Boot Camp
- Developed software applications using: HTML, CSS, JavaScript, SQL, APIs, and MERN stack
- Created public GitHub repositories demonstrating understanding of CI/ CD
- Mastered virtual collaboration with Zoom, Slack, and Git Technologies

Certifications:

- ServiceNow Certified Systems Administrator (CSA), AWS Certified Cloud Practitioner
- Automotive Service Excellence (ASE) G1