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|  | SKILL SUMMARY  |  |  | | --- | --- | | **ServiceNow Certified Admin** (Kingston) | BMC Certified Administrator: 9.0 | | Remedy ITSM Developer | BMC Certified Administrator: 8.0 | | Certified Business Analyst (11/1/2018) | BMC Certified Administrator: 7.6.04 | | Crystal Reports Certified Consultant | ITIL 2.x and ITIL 3.x trained |  EXPERIENCE | |
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| February-2018December-2018August – 2015February - 2018October - 2011August - 2015March - 2003October - 2011Previousprojectclients | ServiceNow Administrator/Remedy consultantSAIC – Supporting Health and Human Services (HHS), Washington, DCServing as part of the IT Service Management team. In charge of the end-to-end administration of the ServiceNow platform. Focus is in the Service Catalog and the creation of new catalog items and updating existing catalog items for HHS. Maintained constant interaction with different IT and business groups to develop new features and/or applications, improve process efficiency, and create solutions that will advance the capabilities of the HHS agency.Responsible for the end-to-end management of the ServiceNow platform, including administration of all components, configuration management, knowledgebase and libraries management, reporting, interfaces, licenses, and the overall health of the platform.Act as the ServiceNow SME for both IT and business groups providing guidance, training, and handling requests as needed.  * Responsible for the requirement analysis, design, development, enhancements and customizations of different modules of **ITSM suite.**  Work with IT and business groups to develop requirements and recommend, design, develop, and test solutions to improve efficiencies, resolve business problems, and improve and create new processes.Collaborate with Internal Audit to ensure ServiceNow SOX compliance and provide evidence/other material as necessary.Proposed solutions for migrating data from Remedy into ServiceNow and how to maintain this data going forward.Responsible for all scripting changes including client scripts, UI policy and UI actions.Write stories for enhancements and defect requestsLead training and knowledge sharing events for the EnterpriseFollow established IT department procedures, such as change control and release management.Identify system deficiencies and recommend solutionsPerform testing with SMEs to ensure high quality solutionsServiceNow AdminVentech Solutions, Urbandale, IASupporting Centers for Medicaid/Medicare as a remote employee for new government contractor with ServiceNow (Fuji, Helsinki, Jakarta) for 165,000 users. As a remote (employee) ServiceNow System Administrator my responsibilities include performing system administration and development of the ServiceNow implementation, including the translation of customer requests into operable requirements and the coding, scripting, configuring and customization of ServiceNow.Some of the tasks assigned to me were:Reporting.Initiate Plug-ins.ServiceNow catalog creation of new items.ServiceNow catalog designing workflow with custom java scripting.Created new tables and modifying existing tables in ServiceNow then importing data.Promoted update sets from Dev to QA, to Prod.Created extensive documentation for all new catalog items.Understand project context and key scope and schedule elements.Advise on options, risk and impacts on business processes and technical solutions.Ensure quality of work product for internal technical review and conduct client knowledge transfer sessions.Responsible for UI Policies, UI Actions, Data policies.Communicate technical problems and solutions to both technical and non-technical audiences.Document development work completed as needed for implementation (i.e. requirements, development & scripting documentation).Participate productively in collaborative processes as a member of the client solution team.Build positive relationships with clients by providing excellent service/support and consistent communication as appropriate.Create ServiceNow workflows, creating ServiceNow update sets.Can multi-task between and among projects.ServiceNow Admin/Remedy DeveloperGeneral Dynamics IT (GDIT) – Des Moines, IASupporting Centers for Medicaid/Medicare as a remote employee with Remedy ITSM 7.6.04 to 8.1, I accept customer requirements, and organizational methodologies and standards. Respond to production problems and implement immediate resolution when needed. In 2013, the organization migrated from Remedy to ServiceNow. Using the new platform. Analyzed, design, write program code, test, document, and implement functionally appropriate, technically sounds and well-integrated application system in accordance with customer requirements. Incorporated Software Delivery Life Cycle from beginning to end. Also conducted various ServiceNow/Remedy training for user community as well as conducted daily administration, maintenance, monitoring and support for all ServiceNow/Remedy applications. Day-to-day admin functions were performed as well as the following:Reporting. Initiate Plug-ins.ServiceNow catalog creation of new items.ServiceNow catalog designing workflow with custom java scripting.Created new tables and modifying existing tables in ServiceNow then importing data.Promoted update sets from Dev to QA, to Prod.Created extensive documentation for all new catalog items.Understand project context and key scope and schedule elements.Advise on options, risk and impacts on business processes and technical solutions.Ensure quality of work product for internal technical review and conduct client knowledge transfer sessions.Responsible for UI Policies, UI Actions, Data policies.Remedy-Maintaining and configure BMC Remedy applications (ITSM, SRM, and custom ARS coding)Remedy-Support Remedy ITSM in all operational capacities to maintain uptime.Remedy-Customize BMC Remedy applications.Remedy-Implement integrations with BMC Remedy applications via web services.Remedy-Troubleshoot and support BMC Remedy based applications and systems.Remedy-Draft technical installation, configuration and customization specification documents.Remedy-Conduct requirements gathering workshops.Remedy-Communicate strategies and best practices for product implementation.Remedy-Design custom and/or product-based solutions based on BMC Remedy applications.Remedy-Draft proposals and statements or work for solutions.Remedy ConsultantAnderson and Jackson Enterprises, Missouri City, TXResponsible for performing Software Development and Application Administration using Remedy ARS. Responsible for sustaining support for applications implemented in the Remedy ARS environment. Experienced in installing, configuring, developing and customizing BMC Remedy ITSM tool suite. Participated in Change Advisory Board efforts as well as Disaster Recovery efforts. Experienced in configuring Remedy products and full product lifecycle to include development, integration, testing and documentation. Experienced with custom Remedy workflow, forms, reports and filters design and development to meet specified requirement. Very experienced in creating system requirements and design documents.WE Energy – Madison, WI – version 6.3 enhancements and Crystal reportsIBM – CDI – Nissan, GM, British Petroleum - versions 6.3 to 7.5Sysco Foods – Houston, TX Remedy SRM to ITSM 7.5Longs Drugs – admin/reporting - Walnut Creek, CA – 5.1.2Coca-Cola Bottling Company – Version 6.3 ITSM - Norcross, GAHP – Houston, TX - Upgraded 6.00.01 to 6.3 to 7.02 ITSMAmeren – St. Louis, MO – Remedy developmentMurphy Oil (Twice) – Helpdesk 6.0 & Crystal XI - El Dorado, AKOregon Department of Transportation - UNIX/Oracle - 5.1.2 upgraded to 7.0 ITSMLyondell-Basell – Houston, TX – 7.5 & 7.6 Upgrade/EnhancementXerox (Twice) – Dallas, TX - 7.XUSDA / Accenture – Remedy 7.X – New Orleans, LAFederal Aviation Association (FAA) – Actionet – ITSM 7.5/7.6 Server – OKNPD – Remedy Development - Port Washington, NYVerio Telelcommunications – 7.6.04 support – Boca Rotan, FLState of Massachusetts Department of Education – Remedy – Boston, MAAdobe – 7.6.04 Service Request Management (SRM) – San Jose, CASafeway (Twice)– 7.6.04 ITSM Upgrade – Phoenix, AZKraft Foods – 7.6.04 ITSM integration – Northfield, ILNASA – 7.6.04 Web Services and ITSM – Huntsville, AL.Forrest Labs – Remedy/Analytics reporting – Long Island, NYSt. Louis University – 7.6.04 – St. Louis, MOKPMG (Twice) – Custom 7.X development – New Jersey, NYMutual of Omaha – 7.6.04 – Omaha, NECity of Charlotte, NC – ITSM 7.6.04 – Charlotte, NC | |
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