

MARK BRANSCOMBE

ServiceNow Developer

PROFILE

I am an experienced and dedicated IT professional, with a highly successful background in Service Desk, Service Operations, Project Management and Service Delivery, working in the industry for over 10 years.

I am passionate about delivering real value, quality and exceptional customer service and pride myself on an honest, accountable and thorough method of working.

SKILLS

- Extensive and wide ranging ServiceNow platform knowledge and experience
- Knowledge of web based languages (JavaScript, HTML and CSS)
- Extensive ITSM and process deployment experience
- Experience in Agile / SDLC / Scrum methodologies
- Project Management experience
- Excellent analytical, problem solving and troubleshooting skills
- Consummate verbal and written communicator
- Experience in Windows, MacOS, iOS and MS Office

CONTACT

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in www.linkedin.com/in/mbranscombe

WORK EXPERIENCE

June 2018 - Present

Technical Consultant
[Engage ESM](#)

Key Successes Include:

- One
- Two
- Three

Jan 2016 - June 2018

ServiceNow Developer
[Royal Mail](#)

Key Successes Include:

- Single point of contact for all ServiceNow queries and enhancements for the entire organisation.
- Architectural design and development of ServiceNow user provisioning automation.
- Architectural design and development of ServiceNow License Management automation.
- Enhancement and promotion of Agile methodologies for ServiceNow development.
- Delivery of multiple, regular enhancement releases with zero impact on business as usual operations.
- Stakeholder management and technical consultation of numerous key business customers.
- Capturing functional requirements and producing technical specifications across all process areas for new enhancements.

Apr 2014 - Dec 2016

Request Fulfilment Manager
[Royal Mail](#)

Key Successes Include:

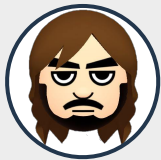
- Development, implementation and ownership of Royal Mail's multi-supplier IT Request Fulfilment process.
- Design & creation of the IT Services catalog from scratch.
- Managed business approval for over 1260 requests over 63 different chargeable IT services, minimising unnecessary cost.
- Architectural design of dynamic ServiceNow workflow, facilitating the entire catalog of over 400 items.

Jun 2007 - Mar 2014

Early Life Support Coordinator
[CSC](#)

Key Successes Include:

- Full implementation of multiple new business clients into support of the IT Service Desk; including discovery, knowledge transfer, agent training and end to end project management.
- Delivering Service Desk support of the first full CSC Cloud Computing (Dynamic Desktop) deployment in the UK.
- Working with global Teams to produce generic end user and Service Desk support materials for key new services, including Windows 7, Enterprise Print Services and Dynamic Desktop.
- Streamlining and improvement of existing process documentation to improve efficiency and value globally across multiple Service Centres.
- Improved working relationships between operational areas of the business and project delivery to minimise potential impact to both areas.






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CERTIFICATIONS

- ServiceNow Certified System Administrator
- ServiceNow Certified Implementation Specialist - ITSM
- ServiceNow Certified Implementation Specialist - CSM
- ServiceNow Certified Implementation Specialist - HR
- ServiceNow Micro-certification - Agent Intelligence
- ServiceNow Micro-certification - HR Lifecycle Events
- ServiceNow Micro-certification - HR Integrations
- ServiceNow Micro-certification - Virtual Agent
- ServiceNow Suite Certification - HR Enterprise
- ServiceNow Suite Certification - HR Professional
- Certified Scrum Master
- ITIL v3 Foundation
- ITIL v3 Release Control and Validation

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WORK EXPERIENCE

Apr 2004 - Jun 2007

Service Request Coordinator
CSC

Key Successes Include:

- Promotion to Subject Matter Expert for all request fulfilment matters on the Service Desk.
- Ownership of monthly billing sheets for all chargeable Service Desk requests.
- Responsibility of maintaining and improving request fulfilment process and knowledge articles.
- Responsibility of training new members of the team in request fulfilment procedures.

Mar 2002 - Apr 2004

Multifunctional Projectionist
Cineworld

Responsibilities:

- Operation and maintenance of projectors.
- Making up and breaking down of film prints.
- Operation of cash register and checking floats.
- Sales of tickets and concessions.
- Answering telephones and accepting bookings.

Feb 2001 - Mar 2002

Senior Sales Assistant
MVC

Responsibilities:

- Ownership and management of all stock returns to multiple suppliers.
- Customer service, including help with enquiries, accepting payments, information and advice on products within the store and those due for release.
- Operation of cash register, checking of floats and daily accounting.
- Accepting, processing and pricing of stock.
- Arrangement of stock and merchandising for promotions.

Jul 1998 - 2001 Feb

Veterinary Nurse Assistant
Companion Care

Responsibilities:

- Care of sick animals & dispensing treatments.
- Answering telephone enquiries, making appointments and providing advice.
- Invoicing, debt management, accepting payments, balancing cash register and surgery profits.
- Maintenance of cleanliness of surgery including sterile areas..
- Support of the surgery computer systems.

EDUCATION

English Literature	A*	Religious Studies	B
English Language	A	French	C
Mathematics	A	Art	D
Industrial Production	A	Advanced Diploma for IT Practitioners	Level 3
Geography	A	NVQ for IT Professionals	Level 2
Biology	B	Key Skills Application of Number	Level 2
Chemistry	B	Key Skills in Communication	
Biology	B		
Physics	B		