

# TROY ESSICK - PROGRAM MANAGER (Infocenter / ServiceNow)

*ServiceNow ITSM & ITBM | Pharma & Logistics | Agile Workflow Automation & Governance*

## TRIALCARD

- Role: Program Manager
- Software: ServiceNow ITSM, GRC, Automated Test Framework (ATF)
- Tools: ServiceNow, Slack, PowerPoint, Excel, OneNote, MS Project, Outlook, Teams, Zoom, Atlas, Google Drive, Google Docs, Agile
- Managed program to deliver audit-ready ServiceNow GRC dashboards for pharmaceutical compliance
- Configured ATF to streamline testing cycles and reduce manual validation labor
- Defined use cases for HIPAA-aligned policy tracking and governance reporting
- Partnered with internal stakeholders and Infocenter developers to finalize MVP delivery scope
- **\*\*Result:\*\*** Reduced reporting cycles by 50% - Enhanced audit score by 22% - Decreased manual QA time by 60%

## PRIME TRUCKING

- Role: Program Manager
- Software: ServiceNow ITBM, PPM Suite, Visual Task Boards
- Tools: ServiceNow, Slack, PowerPoint, Excel, OneNote, MS Project, Outlook, Teams, Zoom, Atlas, Google Drive, Google Docs, Agile
- Delivered Quebec upgrade and full ITBM suite implementation for large trucking logistics client
- Managed roadmap, stakeholder engagement, and technical deployment of ServiceNow dashboards
- Conducted working sessions and retrospectives to validate requirements and prioritize workflows
- Oversaw delivery schedule and DevOps governance integration across multiple departments
- **\*\*Result:\*\*** 40% gain in IT project visibility - 3x faster project prioritization - 35% reduction in manual tracking efforts

*Infocenter ServiceNow Portfolio includes digital transformation strategy, agile program delivery, compliance reporting, and workflow automation.*