ServiceNow Administrator/Developer ServiceNow Administrator/Developer ServiceNow Administrator/Developer - Bank of Internet Federal Bank San Diego, CA Authorized to work in the US for any employer Work Experience ServiceNow Administrator/Developer Bank of Internet Federal Bank - San Diego, CA August 2017 to Present   Maintains system health, license counts and application health of the ServiceNow Platform   Upgraded the ServiceNow Platform from Helsinki to Jakarta   Optimized many customized, script based solutions to follow ServiceNow Best Practices   Implemented ServiceNow ITSM, complete with Request, Incident, Problem, Change and Asset Management   Implemented the ServiceNow Mobile App for use at BofI   Presented numerous demos relating to newer ServiceNow Applications such as Project Portfolio Management, Application Portfolio Management, Event Management and Service Mapping   Implemented ServiceNow CMDB, Project Management, Time cards and ServiceNow Discovery   Provided excellent application support and help to users struggling with the adoption of ServiceNow at BofI   Performed analysis and troubleshooting on various ServiceNow Application issues   Architected numerous out of the box solutions to handle complex business cases   Participated in resolving compliance issues related to ServiceNow Licensing   Created numerous reports and dashboards for various teams relating to multiple different KPIs IT Project Manager Cymer - San Diego, CA September 2016 to August 2017   Managed the execution, budget and tracking of infrastructure, hardware and software related IT projects   Managed IT project tasks and schedules using Scrum or Waterfall project management methodologies   Coordinated IT and business partners in the implementation of the Scrum process for all of IT   Implemented a virtualization of the Scrum methodology using ServiceNow's Agile Development module   Evaluated the ServiceNow IT Business Management solution for Cymer IT Project Lead/ Systems Analyst Qualcomm Incorporated - San Diego, CA July 2014 to September 2016   Managed the documentation and implementation of multiple concurrent projects using ServiceNow   Evaluated, implemented and managed the ServiceNow CI Discovery application for Qualcomm's CMDB   Performed troubleshooting and remediation on CI Discovery probes for Linux, Unix and Windows devices   Administered the implementation of multiple IT Service Management processes for enhancing

Qualcomm's IT maturity in ServiceNow using modules such as CMDB, Service Level Management and Business Service Portfolio Management   Managed and implemented numerous enhancements on various ServiceNow applications such as Asset, Change and Major Incident Management   Assisted in the optimization of Asset, Problem and Change Management process with partner teams   Performed evaluations on untested plugins and tools on the ServiceNow platform Education Bachelor of Science in Sacramento California State University Master Certification in Information Security and Computer Forensics California State University Skills Microsoft Office (6 years), ServiceNow Administration (3 years), It Project Management (3 years), ServiceNow Platform Developer (Less than 1 year) Certifications/Licenses Scrum Master May 2016 to May 2019 Platinum Edge Scrum Master Certification

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