**Benjamin Sheehy**

10053 Heywood St

Highlands Ranch, CO 80130

* ServiceNow Certified System Administrator
* ServiceNow Certified Implementation Specialist
* ITIL v3 Foundation Certified

**10/2012 – Present   ServiceNow Develop/Administrator/Consultant**

**Independent Contractor**

* Pre and Post installation consultant to define and implement industry (ITIL) best practice for the ServiceNow ITSM Platform.

**1/2012 – 11/2012   Fruition Partners 4535 Fanuel St San Diego CA 92109**

**Senior Technical Analyst (Service Now Developer)**

* Senior Implementation Analyst for multiple clients
* Custom application development in the platform
* Integrations with existing ITSM solutions

**6/2011 – 1/2012   Motricity 601 108th Ave NE # 800, Bellevue, WA**

**Service-Now Lead Engineer Development and Support**

* Lead engineer for support and development of SAAS ITSM system
* Project management and business analyst roles for module implementations
* Certified ServiceNow System Administrator

**4/2009 – 6/2011   Critigen 6161 Syracuse Way Greenwood Village, CO 80111**

**Service-Now Application Development and Support**

* Primary Support and Development role for Service-Now ITSM application and database
* Project Management for implementation of Discovery and Change Management Modules
* 2nd level software support for applications including

**1/2006 – 12/2009    Denver Seek LLC 200 West Plaza Drive Suite #200**

**Web/Software/Application Support**

* Web Design/Database Maintenance of multiple websites using PHP, Java Scripting and static HTML
* Reporting and analytics of web site and server performance
* Hardware and Software support for applications including

**11/2004 – 1/2006     CoBiz Inc Denver, CO 717 17th St. Suite 400**

**Application Support Analyst II**

* Application support for 30 of 93 enterprise apps including
* SQL Server database maintenance and customization
* Patch and update maintenance for applications
* SOX compliancy and testing documentation
* Project Management responsibilities for several projects

**1/2002 - 11/2004     Mile High Capital Group Denver, CO**

**Information Technology Services**

* Managed 75 user network spread out over 4 locations
* Website design, construction and maintenance for 4 companies
* Hardware and software support including

**3/2000-1/2002     Stewart Title Denver, CO**

**E-Project Manager**

* Various Marketing and Information Services Project as directed

**1998- 3/2000     BJC Health Systems St. Louis, MO**

**Senior Information Systems Analyst**

* Installed and implemented applications and hardware enterprise wide
* Provided 2nd level support to customers
* Installed Citrix Win frame and NCD Thin Client

**1998 – 1998 Magellan Behavioral Health St. Louis, MO**

**Senior LAN Technician**

* Daily administrative tasks for hybrid Novell \ Microsoft NT 4.0 network
* Maintained and installed NT workstations
* Provided 2nd level support to customers
* Microsoft SMS administrative tasks

**1997-1998     Houlihan Computer Solutions St. Louis, MO**

**Configuration Technician**

* Configured and delivered PC’s to client sites nationwide
* Provided onsite assistance and support for clients domestic applications
* Performed hardware maintenance for peripheral devices such as laser and inkjet printers, scanners,   facsimile machines and projection units

**1992-1997     United States Marine Corp Kaneohe MCBH, HI**

**1st BN 12th Marines 3rd MARDIV (Reinforced)  2841 Ground Radio Repairmen**

* Depot echelon support for all radio systems held by 3rd Marines
* Field support and emergency repair of radar and GPS equipment

**Certifications**

* Service Now Certified Administrator
* ITIL V3 Foundation Certified
* Microsoft® Certified Systems Engineer
* Novell Certified NetWare Administrator

**References Provided Upon Request**