
EDUCATION

George Mason University - Fairfax, VA

Bachelor of Science in Systems Engineering

- Emphasis: Financial Engineering, Data Analytics
- GPA: 3.65 (Cum Laude)
- Dean's List
- Systems Engineering Honor Society

Piedmont Virginia Community College (PVCC) - Charlottesville, VA

University of Virginia - Charlottesville, VA

Community Scholar Program through PVCC

TECHNICAL SKILLS

Systems: ServiceNow: Experienced

Programming:

JavaScript: Experienced; *Work (ServiceNow Architect)*

Python: Familiar; *Learning outside work*

HTML: Familiar; *Learning outside work*

CSS: Familiar; *Learning outside work*

Java: Used in Past; *Last used in education coursework*

R: Used in Past; *Last used in education coursework*

SQL: Used in Past; *Last used in education coursework*

Certifications: ServiceNow System Administrator
ServiceNow Application

Developer

Simplilearn DevOps Practitioner

ICAgile Certified Professional

ITIL Foundations

ServiceNow: ITSM, CMDB, Integrations
(Rest/Soap/JDBC/Custom), Catalog, Custom
Applications, Workflow/Flow, Performance Tuning,
PPM, CSM, SSO

WORK EXPERIENCE

Accenture – Accenture Federal Services – Washington DC

ServiceNow Delivery Lead (Software Engineer Associate Manager)

June 2018 - Present

October 2021 - Present

- Solution & Technical Architecture
 - Manage architecture team
 - QA for all solutions
 - Solution architect for proposals totaling over \$1 million
 - Manage code review process and perform escalated code reviews
 - Provide architecture support and development guidance for developers
 - Develop escalated efforts (emergency break fixes, data correcting background scripts, urgent client requests)
- Manage delivery teams
 - Ensure development teams meet delivery excellence standards
 - Manage development teams addressing efforts across the client's ServiceNow platform
 - Notable projects include eBonding integrations, workstation ordering catalog items, CMDB integrations, CSM implementation
 - Ensure agile development process across development teams
- Develop Account Strategy
 - Work with internal directors over account growth
 - Create and report account statuses to internal directors
- Build and Manage Client Relationships
 - Develop effective working relationships based on trust and performance with client application owners of a company with \$71 billion in annual revenue

- Collaborate with client leads and management to identify future needs, develop solutions and implement strategies.
- Client ServiceNow Platform Management
 - Manage over a dozen client ServiceNow instances by organizing patching/upgrade schedules, weekly meetings with ServiceNow Rep, and monitoring platform performance and availability

ServiceNow Technical Lead (Software Engineer Specialist)

October 2020

- Manage Operations Development Team
 - Manage development team, consisting of 1 Lead, 1 Business Analyst, 2 Developers, and 1 Tester, and the successful deployment of 25+ releases for FY21
 - Notable projects include enhancements to existing Telecom Integrations, advising on new Telecom Integration developments, Archiving 15+ million records, and implementing new Project Management tool
- Build and Manage Client Relationships
 - Develop effective working relationships based on trust and performance with client application owners of a company with \$71 billion in annual revenue
 - Collaborate with client leads and management to identify future needs, develop solutions and implement strategies.
- Client ServiceNow Platform Management
 - Manage over a dozen client ServiceNow instances by organizing patching/upgrade schedules, weekly meetings with ServiceNow Rep, and monitoring platform performance and availability
- Solution Architecture
 - Work with development teams and architects to create solutions for efforts ranging from break fixes to multi-month integrations projects
 - Price out development efforts for various client groups in the form of proposals
 - Deliver pricing proposals to client groups
 - Solution and build ROMs for a dozen sold/unsold efforts totaling over \$1 million for FY21

ServiceNow Development Team Lead (Software Engineer Senior Analyst)

October 2019

- Lead Operations Development Team for Multi-Million Dollar Operations Contract
 - Implement Agile Development for team of 7 (3 developers, 2 business analysts, 2 testers)
 - Coordinate with client stakeholders and project management to implement 2-week development cycles
 - Lead daily Scrum Meetings as well as bi-weekly Sprint Planning and Sprint Retrospective meetings
 - Train Business Analysis on release management process
 - Deploy development releases across various applications including Incident, Change, Problem, Knowledge, Service Portal, Catalog
 - Lead project to integration client ServiceNow with alert management tool for Incident Management
- Build and Manage Client Relationships
 - Hold and lead weekly status meetings with various client IT Groups
 - Present major deliverables
 - Work with client to create timelines and prioritize developments
 - Serve as point of contact for 10+ integrations
- Client ServiceNow Platform Management
 - Coordinate upgrade and patching schedule for over a dozen client instances
 - Monitor performance and availability of over a dozen client instances

- Lead weekly status calls with ServiceNow Rep to discuss platform projects and issues

ServiceNow Business Analyst (Software Engineer Analyst)

June 2018

- Manage Development Team Backlog
 - Coordinate with Accenture Leads and Client Operations team to implement performance improvements on platform and applications
 - Create development stories and assign to developers
 - Solution stories with architects and developers
- Monitor Development Releases
 - Ensure development releases are deployed according to client audit policies
 - Create necessary release audit documentation and gather client approval
- Build Client Relationships
 - Weekly status meetings with multiple client IT Groups
 - Communicate directly with client about status updates on performance enhancements and break fixes
- Client ServiceNow Instance Support
 - Support operations of major client integrations
 - Monitor performance and availability of over a dozen client ServiceNow instances

Summer Analyst

Summer 2017

- Assist in operation strategy with project management team
- Develop and update data tools for resource management
- Perform analytics and metrics on resource management data
- Perform database maintenance and updates in Microsoft SharePoint