**Corvinna Curtis  
  
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GitHub: <https://github.com/ccurtis18>  
LinkedIn: [linkedin.com/in/corvinna-curtis/](https://www.linkedin.com/in/corvinna-curtis/)  
 **Technical Skills:**C++, Java, Python, TypeScript, JavaScript, HTML/CSS, Angular, Spring, ASP.NET Core, Git, SQL, PowerShell, Microsoft 365, Active Directory, REST/SOAP, Entra ID, PKI/Certs, CyberArk

**ServiceNow:**ITSM, ITOM, HAM, Employee Center, CSDM/CMDB, UI Builder, Workspaces, Catalog/SLAs, Flow Designer, IntegrationHub, Scripting (GlideRecord, Script Includes, Business Rules, Client Scripts), MID Server, ACLs, Stream Connect/Kafka, IDR, Upgrades & Optimization

**Professional Experience:**

*VETS, Frisco, TX August 2025 – Present***Technical Consultant**

* Design and develop ServiceNow solutions across ITSM, ITOM, and HAM modules, aligning with project requirements and best practices.
* Deliver high-quality code, configuration, and customizations with full documentation throughout the SDLC.
* Lead UAT planning and script development, ensuring client requirements are validated and met.
* Collaborate with developers, Business Analysts, Solution Architects, and Project Managers to deliver scalable client solutions.
* Provide pre-sales technical input and support, translating client needs into ServiceNow platform capabilities.
* Mentor junior developers and contribute to knowledge-sharing within delivery teams.
* Uphold “white glove” client service through VETS Delivery Methodology (VDM), ensuring quality, security, and compliance in every engagement.

*T-Mobile, Frisco, TX July 2024 – August 2025***Software Engineer, ServiceNow DevOps**

* Directed a team of 14 developers managing production and non-production ServiceNow instances, ensuring reliability and scalability.
* Specialized in ITSM, CMDB, Incident, Problem, and Change Management with a focus on operational excellence.
* Improved workflows, automated key processes, and optimized platform stability to support business objectives.
* Designed and implemented integrations between ServiceNow and enterprise systems using REST/SOAP APIs.
* Applied ITIL best practices to strengthen ServiceNow governance, compliance, and platform security.
* Oversaw performance metrics, Service Catalog management, and continuous improvement through effective administration and customization.
* Built and maintained UI Builder/Workspaces (GRC/Compliance), resolving editor permissions and page-data issues to enhance usability.

*Foundation Health Partners, Fairbanks, AK January 2021 – July 2024***IT Systems Engineer**

* Led ServiceNow re-platform across ITSM, ITOM, and HAM with encryption and Impact, enhancing platform reliability and asset data accuracy.
* Expanded Hardware Asset Management (HAM) lifecycle controls to strengthen audit compliance and reduce asset loss.
* Deployed Employee Center and Service Porwtal for non-ITIL users, improving ticketing efficiency and knowledge base accessibility.
* Increased platform stability through disciplined update hygiene, proactive monitoring, and robust incident, problem, and change management.
* Delivered system integrations leveraging Transform Maps and GlideRecord scripts while ensuring clean, maintainable update sets.

**Certifications:***Service Now May 2021* **Certified System Administrator**  
 **Education***Southern New Hampshire University August 2023* **Bachelor of Science in Computer Science, Concentration: Software Engineering and Application Development** *Southern New Hampshire University May 2026* **Master of Science in Computer Science, Concentration: Software Engineering**