Carissa Trenholm

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# Summary

IT professional with 3+ years experience in ServiceNow including system administration and application implementation.

# Certifications

* System Admin
* HRSD Implementation Specialist

# Experience

## 4/5/21 - PRESENT

### Plat4mation, Boston, MA *- Medior Platform Consultant*

* Project-based work implementing ServiceNow applications most recently focusing on Case-based modules such as WSD, HRSD and FSM. Also experienced in ITSM and Portal configuration.
* Knowledgeable on Service Catalog, Flow Designer, updating workflows, notification templates & scripts, reporting/dashboards, JavaScript and Portal configuration
* Gather functional requirements and translate into technical designs
* Presentations of the functional solution in ServiceNow to the diverse client audiences
* Create technical documentation, UAT and end-user training

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## 12/16/19 - 4/4/21

### Boston University, Boston, MA*- ServiceNow System Administrator*

* Worked with a small team supporting upgrades, respond to enhancement requests and reported defects, planning strategies for how to remove customization and return to OOB
* Individually responsible for supporting CSM, ATF, Reporting/Dashboards, CMDB

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## 5/25/19-12/14/18

### Plat4mation, Boston, MA *- Junior Platform Consultant*

* Work with clients implementing ServiceNow applications specializing in Rooms4U an in-house made Case-based facilities solution
* Create technical and functional documentation, training materials and workshop slides
* Lead trainings explaining functional solution to clients at all experience levels
* Configure integrations with Outlook

# Education

## 9/15-12/18

### University of Massachusetts, Boston *- BS Information Technology*

# Skills

HRSD Onboarding & Transitions, Document templates,, Lifecycle events, Activity sets, Employee document management, Workflows, Flow Designer, Group and role management, HR Profiles, Case management, Knowledge management, Service Portal, Record Producers, Client catalog scripts, Notification templates and scripts, JavaScript,HTML, Word, Powerpoint, Articulate Storyline,