

## **DAVID OWEH**

832-846-3916

### **Professional Summary**

- 10 years' experience working on the service Now Platform, am a Certified service Now System Administrator (CSA) with various experience working as a functional and technical analyst with various stakeholders to gather requirements, translate them into user stories, present them in a manner that enables system administrators, application developers and quality assurance engineers to consume and configure.
- Proactive Project Manager and Construction Administrator experienced in managing a variety of construction teams and projects. Successful in creating effective communication between personnel, general contractors, interior designers and clients.
- Also, have extensive experience creating documentation and training guides, used workotta, Vision one and Zoho Project tools
- Determine and define business needs and global requirements to develop and continue the growth of a multi-instance service now environment with primary focus on CMDB and the Configuration Management process.
- Knowledge and ability to create business rules, workflows, and user interface actions, notifications, and all other functionalities.
- Ensured IT PMO, and portfolio are delivered within the defined scope, schedule, budget, and quality requirements are met and facilitates procurement of goods and services needed to run the PMO.
- Service Now specialized in IT Service Management (ITSM), HRSD Module, applications and provides forms-based workflow application development.
- Experienced with service Now HRSD suite implementation and understanding of HRSD roles, COE structure, Services Configuration, Record Producers.
- Established strategic goals that support organizational objectives by gathering business requirements that are pertinent, service, financial, and operations information, and prepare annual budgeting cost evaluation.
- Strong knowledge in service Now ITSM, ITOM (Discovery, Service Mapping, business process mapping, Orchestration), HRSD, Asset Management modules with an end-to-end implementation experience.
- Provided Technical and analytical guidance to PMO team members and monitored key performance indicator health in the portfolio.
- Knowledge of ITSM, Incident management, Problem management, Change Management, Request Management, Service Catalog, Service Portal, Knowledge Management, ITAM, Hardware Asset Management, Software asset Management, ITBM, CMDB.

### **Education/Training/Certification**

- M.Sc., Construction Management, Louisiana State University, Baton Rouge, Louisiana, GPA: 4.0, May 2023

- B.Sc. Engineering Technology, The University of Houston (Main), Houston, Texas, Dec 2019

#### **Certifications:**

- Scrum Master Accredited Certification-01/2020
- service Now Certified System Administrator-10/2021
- ITIL v4 Fundamentals-09/2021(GR671311423DO)
- Tableau and Para View visualization certification-10/2020
- PMI-PMP-10/2021 (NO:3153338)
- Security Clearance: Active TS/SCI
- University of Texas at Austin Coding Boot Camp, June 2024

#### **Skills**

- Experience with data profiling tools and processes - SQL queries, selects, joins, and Excel. business rules, workflows, user interface actions, notifications, Agile Safe Methodology, waterfall Methodologies, Kanban Framework and, Familiarity with Service Now, Utility tools Knowledge, Agile 2.0 (JIRA/Confluence/GitLab/Art factory). BMC Remedy Helix, and Flexera.
- Outstanding Communication Skills – verbal and written when communicating technical concepts to non-technical audiences. Ability to smoothly navigate meetings with executives, PMO, Business app owners, tech teams, and Microsoft Suite Excel, Word, PowerPoint and Visio, ITSM, Incident management, Problem management , Change Management, Request Management, Service Catalog, Service Portal, Knowledge Management, ITAM, Hardware Asset Management, Software asset Management, ITBM, CMDB, First-rate planning and organization skills and experience; able to adapt and react to changing environments, Good collaboration skills and ability to work effectively in a team environment, Strong facilitator, Prior experience working with Remedy 8.1 migration to Service Now.

**Federal Emergency Management Agency, Austin, Texas**

**July 2023 – Present**

#### **Asset Management**

#### **Project Coordinator & Project Manager**

#### **Responsibilities:**

- Project Planning: Create and maintain comprehensive project plans, including scope, objectives, deliverables, timelines, and budgets, in collaboration with stakeholders and team members in accordance with PMBOK standards.
- Developed and authored a construction project spreadsheet which resulted in better communication between the construction department and designers.
- Performed administration tasks such as filing, developing spreadsheets, faxing reports, photocopying collateral and scanning documents for inter-departmental use.

- Managed key relationships with peer roles within the enterprise that includes Business Application Owners, Procurement Representatives, and Service Catalog Manager.
- Maintained status reports to provide management with updated information for client projects.
- Investigated and analyzed client complaints to identify and resolve issues.
- Planned all meetings and scheduled subcontractor work with Project Supervisors and clients.
- Documented requirements use cases, testing / acceptance criteria.
- Helped test and validated application changes and platform upgrade.
- Developed and maintained a strong working relationship with product owners and key stakeholders.
- Discovered and documented Business Process Flows.
- Experienced working with ServiceNow platform for global customers
- Development of enterprise-wide strategy for ServiceNow platform usage.
- Implemented, documented, and maintained the ServiceNow platform to meet specific business needs to support ITIL and business processes. Handling the ITSM, ITBM, HRSD, ITAM, CSM, CMDB reconciliation and part of ITOM.
- Coordinated String and acceptance tests to verify that results are correct.

**AgreeYa Solutions Inc, Accenture (end-client...) , Houston, Texas**

**Jan 2022 – June 2023**

## **HRSD**

### **Technical Lead, & Project Manager**

#### **Responsibilities:**

- Planned and designed effective end-to-end implementation of ITSM solutions that drive business value across complex and heterogeneous environments.
- Configured ServiceNow HRSD including Case Management, Knowledge Management, Portal, Enterprise On boarding.
- Handling the ITSM, ITBM, HRSD, ITAM, CMDB and part of ITOM. Domain Separation project.
- Create High Level Design and technical solutions for ServiceNow implementation.
- Develop ServiceNow solutions to support best practice processes to deliver clients business requirements independently.
- Creates workflow and web prototypes for client engagements.
- Creativity and ability to think outside-the-box while defining sound and practical solutions.
- Providing support / guidance to the development teams during the analysis, development, and testing processes
- Familiarity with ServiceNow, Utility tools knowledge (Agile 2.0).
- Gathered Requirements for Incident, Problem, Change, Knowledge and done business process mapping.
- Implement and Configure new ITSM platform service now.

- Ensured IT PMO, and portfolio are delivered within the defined scope, schedule, budget, and quality requirements are met and facilitates procurement of goods and services needed to run the PMO.
- Provided good guidance, clear direction, and support to project team members. Foster a collaborative and high-performance work environment.
- Support resilience engineering (application and infrastructure resilience) to meet availability requirements.
- Analysis of Business Processes and Applications for Integration with Azure AD, Oracle and SCCM.
- Vendor Management: Collaborate with vendors and external partners to procure necessary resources and services.
- Used qualitative metrics measures for the quality of customer interaction e.g., on a particular product marketing.
- Performed quantitative metrics analysis to measure the outcomes associated with business decisions and activities.
- Performed workflow in repeated set of steps in sequential manner over time to achieve business goals.
- Experienced in developing and measuring key performance indicator (KPI) to measure the health of the business in real time, and making better decisions based on KPIs metrics (measure, targets, source, and frequency).
- implemented dashboards to monitor and share Observability at various levels (engineering teams, portfolio, senior management).
- Manage the business change plan, inclusive of stakeholder engagement, communication, training, and benefits realization.
- Lead the planning, development, and delivery of training to the BP user community that is effective and fit for purpose.
- Partner with workstreams and team members to develop fit for purpose business change plans and stakeholder engagement.
- Provide strong problem solving, technical, and analytical skills to lead problem and process definition and re-engineering, elicit and document requirements, identify alternatives, perform fit/gap analysis, functional design, testing, training, reporting, support, and continuous improvement of business applications.
- worked in a fast paced and agile environment.
- Budget Management: Monitor project budgets, track expenditures, and report on financial status if applicable.
- Manage and monitor the IT Asset Repository for Software Assets and participated in business intelligence operations.
- Coordination: Facilitate project meetings and lead project teams, ensuring that all team members are aligned and informed
- Led and managed projects from initiation to closure, ensuring that project objectives are met on time, within budget, and to the satisfaction of all stakeholders.
- Check the IT Asset Repository to determine whether existing Software can be re-used to fulfil a request.
- Post Project: Conduct post-project evaluations and lessons learned sessions to identify areas for improvement.
- Update the IT Asset Repository ticket (request, incident, change ticket etc.) with Asset status (assigned, procured, deployed etc.)
- Help define alternative procedures if Software cannot be inventoried with current toolsets.
- Project Execution: Execute project plans, monitor progress, and ensure timely delivery of project milestones.

**Project Manager & Project Coordinator**

**Responsibilities:**

- Generate clear business/feature requirements documents, process modeling, and information flow documents.
- Translate into technical specifications use cases, user stories and groomed backlogs for workable sprints.
- Used BM Helix remedy tool, and Flexera for ITAM
- End to end implementation of service Now ITSM.
- Project Planning: Create and maintain comprehensive project plans, including scope, objectives, deliverables, timelines, and budgets, in collaboration with stakeholders and team members in accordance with PMBOK standards.
- Implementation of employee workplace capabilities such as advance work assignment (HRSD) for bulk case creation, service catalog and case management to facilitate amazing employee experience/performance improvement and case prioritization by agent workspace implementation.
- Gathered Requirements for Incident, Problem, Change, and Knowledge.
- Risk Assessment and Mitigation: Identify, communicate, and manage project risks, issues, and dependencies, and take proactive measures to mitigate them.
- Experienced in resilience engineering and implementing high availability solutions.
- Worked with development, administration, and support team to ensure requirements are understood, developed, tested, and delivered to specification.
- Proficient in ServiceNow Configuration and customization (Workflow, UI, client scripts, business rules, etc.)
- Performed hands-on configuration, CMDB normalization and reconciliation, and development on the service now platform.
- Responsible for designing and configuring architectural solutions in ServiceNow and will be responsible for driving the overall implementation of the projects.
- Provided Technical and analytical guidance to PMO team members and monitored key performance indicator health in the portfolio.
- Planned and designed effective end-to-end implementation of ITSM solutions that drive business value across complex and heterogeneous environments.
- Configured service Now HRSD including Case Management, Knowledge Management, Portal, Enterprise On boarding.
- Built and managed IT Service Catalog taxonomy and overall structure.
- Analysis of Business Processes and Applications for Integration with Azure AD, Oracle and SCCM.
- Performing Integration regression testing for Validated and no validated interfaces.

- Creation and Maintenance of SLC Document in service now along with Demand Management.
- Performed System Integration Testing and Assist team to migrations to QA environment.
- Maintaining test issues, Execution, and maintenance for Integration Regression testing, resolve defects identified during system integration Testing.
- Planned and defined Use Cases created Use Case Diagrams, Scenarios and Use Case Narratives using Performed service catalog configuration activities.
- Agile Safe Methodology, Kanban Framework, and waterfall methodologies.
- Experience working Unit Testing methodologies to do User Acceptance Testing (UAT) and Business.
- Familiarity with service Now, Utility tools knowledge (JIRA/Confluence/ GitLab/Art factory).
- Self-managed and a team player; work efficiently with little supervision, and willingness to learn utilize process and technology.
- Creativity and ability to think outside-the-box while defining sound and practical solutions.
- Providing support / guidance to the development teams during the analysis, development, and testing processes.

**Comcast, Dallas, TX**

**Dec 2016 – Apr 2021**

**Project Manager & ServiceNow Project Manager**

**Responsibilities:**

- Strong functional Knowledge in all aspects of service Management, ITIL management, Asset and Configurational management.
- Aligns technology solutions with business strategies emphasizing on the service Now platform.
- Experienced with leading a geographically separated customers offshore/Onshore Teams
- Implement and Configure new ITSM platform service now.
- Resource Management: Identify and allocate resources required for project execution, including personnel, hardware, software, and third-party services.
- Defining and implementing Monitoring solutions - alerts, Telemetry, and instrumentation for on-premises and cloud platforms for large enterprises
- Change Management: Assess the impact of project changes and effectively manage change requests.
- Practical experienced working with agile methodology& tools
- Quality Assurance: Ensure that project deliverables are of high quality and meet stakeholder expectations.
- Communicated changes to stakeholders and ensure proper documentation and approval processes are followed.
- Good knowledge on Observability and Application Performance Monitoring best practices, KPIs/metrics on Cloud platforms
- Interacted cross functionally, collaborated with others to voluntarily share required information across organizations.
- Helps facilitate the evaluation, recommendation, and implementation of best practice software technology solutions.

- Documents requirements use cases, testing / acceptance criteria and coordinated business intelligence operations.
- Helps test and validates application changes and platform upgrade.
- Develops and maintains a strong working relationship with product owners and key stakeholders.
- Discovers and documents Business Process Flows and analysis of Business Processes and Applications for Integration with Azure AD.
- Experienced in monitoring tools such as Splunk, Dyna Trace, Prometheus, Cloud Watch, Azure Monitor, New Relic, and other open-source tools.
- Experienced working with ServiceNow platform for global customers
- Provided Technical and analytical guidance to PMO team members and monitored key performance indicator health in the portfolio.
- Monitor vendor performance and resolve any issues or conflicts that may arise.
- Development of enterprise-wide strategy for service Now platform usage.
- Implemented, documented, and maintained the Service-Now platform to meet specific business needs to support ITIL and business processes. Handling the ITSM, ITBM, HRSD, ITAM, CMDB reconciliation and part of ITOM
- String and acceptance tests to verify that results are correct.
- Provide strong problem solving, technical, and analytical skills to lead problem and process definition and re-engineering, elicit and document requirements, identify alternatives, perform fit/gap analysis, functional design, testing, training, reporting, support, and continuous improvement of business applications.
- Understand, support, and positively impact organization's strategy and contribute ideas and feedback within department; promote the benefits of change and act as a catalyst for change across the organization.
- Reported rational information that are involved in day-to-day activities and running of the business.
- Support resilience engineering (application and infrastructure resilience) to meet availability requirements.
- Team Leadership: Provide clear direction, guidance, and support to project team members.
- Established strategic goals that support organizational objectives by gathering business requirements that are pertinent, service, financial, and operations information, and prepare annual budgeting cost evaluation.
- Experienced in performance design, and suitable solution architecture.
- Experienced working with different vendor environmental development
- Experienced working with integrations (Web services REST API)
- Industrial and project management experience in architecture and solution responsibilities
- Use Agile Scrum methodology to manage project tasks, backlogs, sprints, releases, and communicate progress to stakeholders.

**Service Now Business Analyst/Developer**

**Responsibilities:**

- Work on ITSM processes such as Service Catalog, Incident, Change, Knowledge, Configuration & Asset Management while documenting processes, defining, and documenting functional requirements, conducting information flow analysis and process modeling within and across multiple business streams to meet the demands of the system deployment.
- Facilitate stakeholder approvals, CMDB normalization and reconciliation.
- Work with development, administration, and support team to ensure requirements are understood, developed, tested, and delivered to specification.
- Performed hands-on configuration and development on the service now platform.
- Leveraged familiarity of ITSM, CMDB, ITOM configuration, administration, maintenance.
- Performed business analysis on processes targeted for service Now solutions.
- Analyzed current manual end user processes, defining future automated processes, performing a gap analysis to get from current state to future state, and deliver documentation comprising all the analysis including detailed requirements.
- Configuration, customization, and deployment of ITSM applications
- Trains associates on the various tools and applications in service now.
- Streamlined work processes, and teamed up for enhancements to Incident Management processes, and IT ticket the executive's framework arrangement testing new and refreshed work processes in service Now.
- Handling the ITSM, ITBM, HRSD, ITAM, CMDB normalization and part of ITOM. Domain Separation project.
- Answer "how to" technical and application configuration questions.
- Good Knowledge CSM, ATF, ITSM and custom application in ServiceNow.
- A fair understanding of CMDB, discovery and asset management
- Experienced in scripting, Groovy, Java, SQL, and/ or python.
- Experienced with Genesys routing development composer.
- Developed, maintained, and executed reports to ensure that the operation system meets target performance.
- Create and maintain design system and operations documentation.
- Ability to work independently, but strong team player with experience of working as part of a global team.
- Manage and prioritize work effectively with minimal supervision.



