

Jonathan Griffin

Experience

Jan 2011 - present	IT Asset Manager <i>American University: Office of Information Technology, Washington, DC</i> Awarded OIT, “Leadership by Example” award in 2014. <ul style="list-style-type: none">• Develops and automates business processes on the ServiceNow platform, including business rules, client scripts, workflow/flow design, script includes, UI/data policies, UI actions, event management, and notifications.• Build and administer the ServiceNow Service Portal catalog request items.• Program manager for IT Asset Management, responsible for task management and IT asset procurement, deployment, troubleshooting, repair, and disposition.• Create dashboards with key performance indicators to improve program efficiency and aid University stakeholders.• Implemented ServiceNow Hardware Asset Management, including migrating LANDesk Asset Lifecycle Manager data.• Create knowledge articles and conduct staff training, coaching, and reviews.• Create asset lifecycle analytics and budget forecasting.• Manage the IT Asset Disposition process, including data destruction.• Manage the standard Windows workstation image and refresh processes.• Manage key tasks in the JAMF Mobile Device Management project.• Managed the Windows XP/7 End of Support and Windows 10 upgrade projects.
Apr 2009 - Jan 2011	IT Asset Management Analyst <i>American University: Office of Information Technology, Washington, DC</i> <ul style="list-style-type: none">• Implemented the University's first IT Asset Management application suite.• Created automated business processes.• Managed hardware related incident response and service request tasks.• Created IT asset reports for replacement planning.• Managed computer, printer, and mobile device provisioning.
Sep 2006 - Apr 2009	Technical Support Analyst & Network Operations Center Technician <i>American University: Office of Information Technology, Washington, DC</i> <ul style="list-style-type: none">• Provided tier 2 IT support for University faculty and staff.• Monitored SolarWinds for problems and communicated outages.• Assisted in the implementation of whole disk encryption.

Education and Training

May 2016 - May 2019	ServiceNow Training Service Portal Advanced; Scripting Fundamentals; Workflow Fundamentals; Software Asset Management Fundamentals; Hardware Asset Management Fundamentals
Apr 2009	Ivanti Training LANDesk Asset Lifecycle Manager 3.0
Aug 2002 - May 2006	American University, Washington, DC Bachelor of Science in Health Promotion from the College of Arts and Science

Certificates and Trainings

2018	ServiceNow Certified System Administrator
2017	Dell TechDirect (Desktop, Notebook & PowerConnect)
2015	CHAMP - Certified Hardware Asset Management Professional, IAITAM
2013	CITAM - Certified IT Asset Manager, IAITAM
2009	ITIL v3 - IT Infrastructure Library (Foundations)
2007	ACSP 10.5 - Apple Certified Support Professional
2006	MCTS - Microsoft Certified Technology Specialist (Windows Configuration)

Personal Info

E-mail
Jgriff@gmail.com

Skills

ServiceNow Administration & Development	<div><div></div><div></div><div></div><div></div><div></div></div>
JavaScript	<div><div></div><div></div><div></div><div></div><div></div></div>
AngularJS, HTML, CSS, SQL	<div><div></div><div></div><div></div><div></div><div></div></div>
Systems Administration	<div><div></div><div></div><div></div><div></div><div></div></div>
Project Management	<div><div></div><div></div><div></div><div></div><div></div></div>
Program Management	<div><div></div><div></div><div></div><div></div><div></div></div>
Incident/Problem Response & Hardware Repair	<div><div></div><div></div><div></div><div></div><div></div></div>

Software

ServiceNow: ATF, CMDB, Flow/Workflow, ITAM, ITOM, ITSM, Performance Analytics, SAM Pro, Service Portal, and Studio	<div><div></div><div></div><div></div><div></div><div></div></div>
JAMF Pro Mobile Device Management	<div><div></div><div></div><div></div><div></div><div></div></div>
LANDesk: Asset Lifecycle Manager & Management Suite	<div><div></div><div></div><div></div><div></div><div></div></div>
Operating Systems: Windows 7, 10, Server 2016, Linux, macOS, iOS & Android	<div><div></div><div></div><div></div><div></div><div></div></div>