

# Jonathan Griffin

## Experience

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

## Education and Training

May 2016 - May 2019	<b>ServiceNow Training</b> Service Portal Advanced; Scripting Fundamentals; Workflow Fundamentals; Software Asset Management Fundamentals; Hardware Asset Management Fundamentals
Apr 2009	<b>Ivanti Training</b> LANDesk Asset Lifecycle Manager 3.0
Aug 2002 - May 2006	<b>American University, Washington, DC</b> 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

## 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></div></div>
JAMF Pro Mobile Device Management	<div><div></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></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></div></div>