

JOSH BROSTOFF

EDUCATION

Wheaton College
Class of 2014
BA, Economics

CERTIFICATIONS

ServiceNow System Admin

ServiceNow App Developer

ServiceNow Implementation Specialist

ITIL Foundations v3

SKILLS

Good Better Best

ServiceNow	●	●	●	●	●	●
PingFederate	●	●	●	●	●	●
JavaScript	●	●	●	●	●	●
GlideRecord	●	●	●	●	●	●
HTML5	●	●	●	●	●	●
CSS	●	●	●	●	●	●
AJAX	●	●	●	●	●	●
OS X	●	●	●	●	●	●
Windows	●	●	●	●	●	●
Epic	●	●	●	●	●	●
Scoped Apps	●	●	●	●	●	●
AWS	●	●	●	●	●	●

EXPERIENCE

Senior ServiceNow Developer
GlideFast Consulting

November 2017 – Present

- Provided consulting services to 10+ ServiceNow customers including technical solutions, best practices and platform architecture
- Acted as technical lead for client projects which included oversight of development resources
- Ran workshops for client implementations of ServiceNow
- Created process and technical documentation for client projects
- Developed a custom scoped application, PhishBait, which was published to the ServiceNow App store

Application Administrator II
Tufts Health Plan

March 2017 – November 2017

- ServiceNow administrator responsible for architecting, developing and maintaining all applications on the platform including CMDB, incident, procurement, problem and service catalog.
- Worked with team members to architect and develop all employee action activities (new hire, transfer, termination, name change), which included six integrations with downstream systems.
- Developed three custom applications for business units

Business Systems Analyst Associate
athenahealth

October 2015 – March 2017

- ServiceNow administrator for over 500 ITIL users and 4,500 end users.
- Developed custom system enhancements through system configuration, JavaScript, HTML and CSS for the incident, change request, problem and service catalog applications.
- Developed bi-directional integration with Slack and IdentityIQ.
- Acted as technical lead for monthly releases responsible for development, testing and release engineering.
- System administrator of Single Sign-on (SSO) application for corporate business applications.
- Assisted with creating new SAML connections with Service Providers.

Associate Testing Coordinator
Partners Healthcare

June 2014 – August 2015

- Coordinated and executed application, regression, and integrated tests for Identity, HIM Deficiency Tracking, HIM Hospital Coding and Chart Tracking to ensure proper application build for the Epic Systems EHR implementation of seven Partners entities.
- Logged and resolved bugs for HIM applications and external system application interfaces.
- Scripted Identity and Deficiency Tracking build workflows for integrated testing.