Joshua Schuller   347.220.5979
Hoboken, NJ   joshua.schuller@gmail.com
                                          www.linkedin.com/in/joshuaschuller

WORK EXPERIENCE

Unisys Corporation

Sr Consulting Manager/Architect   2010 – Present

- Implemented many ITSM and ITOM consulting projects from pre-sales through service delivery. Adeptly translates customer goals into practical priorities using Agile methodologies and tools (ServiceNow, BMC, JIRA, BitBucket).
- Integrated ServiceNow with AWS Management Tools (AWS Config, AWS Service Catalog, CloudWatch and Amazon QuickSight) to enable Cloud Governance.
- Provided consulting assessments/roadmaps, discovery projects and application service mapping to transform/consolidate on cloud platforms (AWS, ServiceNow).
- Created content and presented conference talks on Configuration Management & Discovery deployment experiences and best practices.

Computer Sciences Corporation

Independent Consultant   2000 – 2010

- Designed and developed integrated workflow applications to support a new Managed Hosting Services business unit (CSC's eHub cloud) to include Discovery, Event and CMDB integrations with B2B ticket exchange APIs (Perl, Java, Web Services).
- Designed, developed and implemented many ITSM/ITOM applications in support of Managed Services Provider and Client environments (e.g. JP Morgan, NASA).

Credit Suisse - First Boston

Independent Consultant   1999 – 2000

- Designed, developed and deployed application enhancement requests using Remedy platform development tools and Perl and Java SDKs.
- Upgraded an On Premise Remedy application and implemented a resilient data replication design across regions in North America, Europe and the Pacific Rim.

Telegroup

Applications Developer/Integrator 1997 – 1999

- Designed, developed and implemented a new CRM application to service a global network of sales agents and retail customers.
- Delivered a custom Route Change Management application integrated with switch circuit testing/capacity analysis tools to support financial business decision making.

CERTIFICATIONS AND ACCOMPLISHMENTS

AWS CSA Professional & Associate	ServiceNow CSA, CAD, CIS-Platform
BMC CMDB & Discovery (ADDM)	ServiceNow ITSM Professional, Discovery,
CompTIA Security+	Event Mgmt, Service Mapping

EDUCATION

University of Iowa	**Universidad de Los Andes**
Bachelor of Science, Psychology 1996	Spanish Minor 1996