

KEVIN BELTRAN

Peachtree Corners, GA (Remote) | American Citizen | [linkedin.com/in/kevinbeltran](https://www.linkedin.com/in/kevinbeltran)

PROFESSIONAL SUMMARY

IT Service Management (ITSM) professional with hands-on ServiceNow platform experience supporting enterprise IT operations. Proficient in ITIL processes including Incident Management, Problem Management, and Change Management. Skilled in ServiceNow reporting, CMDB data analysis, and customer success for federal IT infrastructure operations. Combines customer success expertise with strong technical foundation in SQL, Power BI, ERP systems (SAP S4HANA), and cloud platforms (Azure, AWS).

CORE COMPETENCIES

ServiceNow & ITSM: ServiceNow Reporting, Incident Management, Problem Management, Change Management, Service Request Management, CMDB, Service Catalog, SLA Management, Knowledge Management, ITIL Framework

Data & Analytics: SQL, Power BI, Tableau, Data Warehousing, ETL Processes, Snowflake, Data Analysis, Reporting & Dashboards

Enterprise Systems: SAP S4HANA, Salesforce CRM, Microsoft Dynamics 365, SharePoint, Azure Cloud, AWS Fundamentals

PROFESSIONAL EXPERIENCE

Customer Success Analyst, Tista Science and Technology *Austin, TX (Remote) | April 2023 - Present*

- Manage comprehensive reporting on ServiceNow inquiries, infrastructure operations surveys, and mainframe system status for Department of Veterans Affairs, ensuring ITSM compliance and operational visibility
- Develop and deliver detailed analytics on service desk performance metrics, incident trends, and SLA adherence to support data-driven decision making
- Collaborate with cross-functional teams to identify process improvements within IT service delivery, reducing response times and enhancing user satisfaction scores
- Translate complex technical system data into executive-level reports for stakeholders, facilitating informed strategic planning and resource allocation
- Maintain documentation and knowledge base articles to support ITIL-aligned incident, problem, and change management processes

Sales Representative, Dynamic Consultants Group (Microsoft Gold Partner) *Kansas City, MO (Remote) | June 2023 - April 2024*

- Drove enterprise software solution sales for Microsoft ecosystem products, developing expertise in cloud platforms and IT infrastructure solutions
- Managed full sales cycle for SaaS and PaaS offerings, building consultative relationships with IT decision-makers and understanding enterprise technology procurement processes
- Collaborated with technical teams to align customer requirements with Microsoft Azure, Dynamics 365, and productivity solutions

B2B Enterprise Sales Representative, RoadRunner Recycling, Inc. *Pittsburgh, PA (Remote) | June 2021 - May 2023*

- Conducted 20+ monthly discovery calls with VP and C-suite executives, documenting business requirements and pain points
- Analyzed enterprise account data to identify 100+ qualified opportunities, demonstrating ability to work with large datasets and derive actionable insights

- Maintained 250+ account pipeline using CRM tools, ensuring accurate data entry and reporting for forecasting purposes

Sales Account Executive B2B, Social Studio *Edmonton, Canada (Remote) | January 2021 - May 2022*

- Supported B2B mid-market to enterprise sales with SaaS solutions including AI-powered content creation
- Worked with development teams to optimize AWS data warehouse server time, reducing data warehousing operating costs

EDUCATION

Bachelor of Science in Information Technology - Data Analytics and Data Management *Salt Lake City, UT*
Western Governors University

Bachelor of Science in Information Technology - Enterprise Systems *Lawrenceville, GA*
Georgia Gwinnett College

Relevant Coursework: SAP S4HANA ERP Implementation, Cloud Computing (AWS, Azure, GCP), Data Warehousing, SQL, Database Management

TECHNICAL SKILLS

ServiceNow: ServiceNow Reporting, Incident Management, ITSM Fundamentals, Performance Analytics, CMDB, Service Catalog

Data & Analytics: SQL, Power BI, Tableau, Snowflake, ETL Processes, Data Warehousing, Google Analytics

Enterprise Platforms: SAP S4HANA, Salesforce CRM, Microsoft Dynamics 365, SharePoint, HubSpot

Cloud & Infrastructure: Microsoft Azure, AWS Fundamentals, GCP Basics, Mainframe Systems

Languages: English (Native), Spanish (Fluent, written, and spoken)