Gregory A. Green

Windsor Mill, MD, 21244
(240) 758-9463
Clutchcarts@unknownmail.org
https://www.linkedin.com/in/gregory-green-136507253/

SKILLS

- ServiceNow Development: Proficient in ServiceNow development, scripting, workflow automation, and business rule implementation.
- Integration Expertise: Skilled in ServiceNow APIs and scripting for seamless integration and process automation.
- Client-Side Scripting: Experienced in optimizing user interactions and streamlining form behavior using client-side scripts.
- PowerShell Proficiency: Utilizes PowerShell scripts for data backup, migration, and system reliability.
- Communication & Teamwork: Strong communication skills and collaborative teamwork approach.
- ITIL Framework Knowledge: Understanding of ITIL framework for efficient IT service management.

Certifications

ServiceNow Certified System Administrator (CSA)

Issued by ServiceNow | Date of Certification: June 2023

EXPERIENCE

Baltimore Washington Medical Center, Glen burnie - Servicenow Consultant

- Pioneered the Development of Custom Ticket Templates: Spearheaded the design and implementation of innovative ticket templates for the End-User Computing (EUC) team, significantly enhancing service request efficiency and user satisfaction.
- Solo Project Execution: Independently orchestrated and executed critical IT projects, including a comprehensive hardware refresh initiative, showcasing exceptional project management skills and technical acumen.
- Automation Mastery: Utilized PowerShell to automate complex data backup and migration processes, achieving a notable reduction in manual workload and enhancing system reliability.
- Lifecycle Management Leadership: Directed the end-to-end lifecycle management of IT refresh initiatives, from imaging and data migration to software integration and user profile transfers, ensuring seamless transitions and minimal downtime.

- Knowledge Base Creation: Created and meticulously maintained a comprehensive knowledge base and documentation repository for vendor-related software installations, serving as a vital resource for the IT team.
- Citrix Virtualization Expertise: Demonstrated proficiency in leveraging Citrix virtualization technology, enabling seamless access to applications across diverse devices and enhancing remote work capabilities.
- Healthcare IT Collaboration: Worked closely with healthcare professionals and IT teams to ensure smooth transitions and system compatibility during critical Epic EMR system upgrades, contributing to the continuity of patient care.
- Operational Efficiency Improvements: Developed and implemented lists and filters within the ServiceNow environment, streamlining data management and improving operational efficiency.
- Data-Driven Decision Making: Generated detailed reports and analytics, providing valuable insights into team performance and driving data-driven strategic improvements within the organization.
- Workflow Optimization: Streamlined workflow processes through the implementation of visual task boards, optimizing task assignment and enhancing team productivity.
- Proactive Problem Solving: Identified and resolved system issues proactively, ensuring the seamless functioning of the ServiceNow environment and maintaining high service quality.
- Best Practices Evangelist: Conducted regular training sessions on ServiceNow best practices, empowering team members to maximize productivity and optimize platform utilization.

R.E. Michel, Glen Burnie - IT Analyst

May 2021 - March 2023
- Innovated Workstation Setup and Software Installation: Spearheaded the configuration and setup of workstations, including the installation of both thin and thick clients, streamlining the onboarding process for new hires and enhancing overall productivity.
- Scripting for Efficiency: Developed and deployed PowerShell scripts to automate software installations and file organization, significantly reducing manual effort and improving system organization.
- Active Directory Management: Managed new hire profiles and emails through Active Directory, ensuring a smooth integration of new team members into the company's IT infrastructure.
- SSL Certificate Management: Led the troubleshooting and resolution of SSL certificate-related issues, minimizing downtime and maintaining secure connections across company systems.
- ServiceNow Ticketing System Mastery: Utilized the ServiceNow ticketing system for efficient management of incidents, service requests, and change requests, providing timely and accurate updates to stakeholders.
- Cross-Functional Collaboration: Worked closely with internal teams and external vendors to identify and troubleshoot technical issues, ensuring timely resolution of ServiceNow tickets and contributing to the continuous improvement of the ticketing process.
- Epicor Migration Support: Played a key role in the successful execution of a cross-system migration project from IBM to Epicor/ServiceNow, ensuring a seamless transfer of data and

processes and enhancing system functionality.

Notify Software Solutions, Durham - **Developer**

September 2018 - December 2022

- 1-on-1 Program Leadership: Championed the Notify 1-on-1 program, delivering personalized consulting services to members through interactive voice calls, enhancing customer satisfaction and engagement.
- Team Management: Directed a team of 10 staff members, ensuring the timely completion of monthly tasks and fostering a collaborative work environment.
- Release Guide Overhaul: Instrumental in the revamp of the Notify release guide format, significantly improving the clarity and accessibility of information across all release channels.
- Security Audits: Conducted thorough audits of user permissions and groups, swiftly identifying and rectifying inconsistencies or unauthorized access, bolstering system security.
- Streamlined User Provisioning: Devised and implemented standardized processes for user provisioning and deprovisioning, optimizing administrative efficiency and reducing security risks.
- User Form Creation Innovation: Developed a JavaScript-based solution to simplify the user form creation and submission process, resulting in a more streamlined and error-free user experience.
- Web Interface Development: Crafted a user-friendly web-based interface using HTML, CSS, and JavaScript, enabling staff members to effortlessly create and submit forms, thereby enhancing operational workflow.
- Form Validation: Utilized JavaScript to validate form inputs, ensuring data accuracy and minimizing submission errors.
- Discord Reacts Integration: Integrated Discord reacts to automate specific actions upon form submission, improving workflow efficiency and user interaction.ving workflow efficiency.

Unknown Proxies, Chicago - **System Administrator**

October 2017 - November 2021

- October 2019 - November 2021
- Architectural Innovation: Engineered the architecture and infrastructure of the proxy platform using Nginx and Squid, enhancing performance and scalability.
- Security Protocols: Established robust security measures, including SSL encryption, authentication, and auditing, safeguarding client data and ensuring compliance with regulatory standards.
- User Interface Design: Crafted intuitive user interfaces for proxy management portals using CSS, JavaScript, and HTML, significantly improving the user experience and streamlining client interactions.
- Automation Excellence: Implemented REST APIs to automate personalized customer email responses based on location, optimizing communication efficiency.
- Technical Support Leadership: Delivered comprehensive in-house technical support to customers through a Linux-based ticketing system, resolving connectivity, performance, and compatibility issues.
- Custom Tool Development: Developed and maintained custom tools and applications for proxy management and monitoring using Python, PowerShell, and JavaScript, automating proxy rotation, load balancing, and blacklisting.
- Market Research and Strategy: Conducted market research to identify industry trends and opportunities, informing the development of new features and services to meet evolving client needs.

Clutchcarts LLC, Riverdale - Owner

April 2019 - June 2023

Oversee and manage daily activities including
- Successfully managed, set up, and decommissioned large-scale servers and thin clients across Linux and Windows platforms.
- Provided consulting services for diverse projects, including offering assistance, support, and cloud-based remote desktop (RDP) support for various endeavors, such as sneaker botting operations.
- Demonstrated proficiency in inventory management for a variety of collectibles.
- Designed and implemented a robust AWS infrastructure to facilitate the deployment and management of an extensive server environment. Leveraged virtual machines to meet the complex demands of high load applications, ensuring optimized performance and scalability.
- Configured and deployed numerous AWS EC2 instances and virtual machine clusters, optimizing resource allocation and scalability to efficiently handle high-volume requests from computer applications.
- Developed customized scripts and tools to streamline the deployment and configuration of virtual machines, ensuring standardized and efficient setup throughout the server environment, specifically tailored for High load cpu and network applications.
- Implemented optimization strategies, such as tweaking mining software settings and configuring GPU overclocking, to maximize mining efficiency and profitability.
- Monitored and maintained the health and stability of the Linux servers, including handling software updates, troubleshooting hardware issues, and optimizing power consumption.
- Utilized CSS, HTML, and Javascript expertise to develop web-based interfaces and forms for inventory management and client interactions, enhancing the company's online presence and user engagement.

Autozone, New Carrollton, MD - Parts Sales Manager

March 2015 - April 2017

- Managed and supervised a team of sales associates
- Developed and implemented effective sales strategies, resulting in a significant increase in parts sales and overall revenue.
- Utilized strong product knowledge to provide expert guidance and recommendations to customers, ensuring customer satisfaction and repeat business.
- Oversaw inventory management, including regular stock checks, ordering, and replenishment, to maintain optimal stock levels and minimize out-of-stock situations.
- Implemented training programs to enhance the product knowledge and sales skills of team members, resulting in improved customer engagement and upselling opportunities.
- Received recognition and awards for consistently achieving sales targets, demonstrating a strong commitment to driving results and contributing to the company's success.