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# Gregory A. Green

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## Summary

ServiceNow Certified System Administrator with 4+ years of experience delivering ITSM, HAM, and CMDB solutions across enterprise healthcare and federal government environments. Proven track record in asset lifecycle governance, CMDB reconciliation, request routing optimization, and platform upgrade validation. Specializes in translating complex stakeholder needs into structured user stories, testable workflows, and audit-compliant documentation. Experienced in Test Management 2.0, Jira, and CSDM-aligned modeling, with contributions to platform automation, roadmap feasibility, and upgrade cycles including Vancouver, Washington DC, and Yokohama. Currently pursuing CIS-HAM certification.

## Education

Prince George's Community College, Largo, MD — General Studies, 2015 –  
2017

Reservoir High School, Fulton, MD — High School Diploma (Graduated Early)  
Class of 2013

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## Certifications

- ServiceNow Certified System Administrator — June 2023

- CIS-DF (in progress) CIS-HAM (in progress)
  - Micro-Certifications: Predictive Intelligence (Dec 2024), Service Portal (Dec 2024), App Engine Studio (Dec 2024), Integration Hub (Oct 2024), Flow Designer (Jul 2024)
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## EXPERIENCE

### **Baltimore Washington Medical Center, Glen burnie - ServiceNow Business Analyst / ITSM Analyst**

**April 2023 - November 2025**

- Led requirements translation for ITSM, HAM, and CMDB workflows across 5+ hospital facilities, converting stakeholder input into structured user stories and functional specifications.
- Modeled current-state vs target workflows, clarifying routing logic, lifecycle dependencies, edge cases, and approval behavior across asset and service processes.
- Analyzed the lifecycle of ~10,000+ hardware assets, identifying CI relationship inconsistencies, class alignment issues, and reconciliation mismatches, resulting in improved CMDB accuracy and governance reliability.
- Cross-verified CMDB data against 3 primary data sources (SCCM, Intune, Absolute) to strengthen asset accuracy and maintain record governance integrity.
- Utilized Test Management 2.0 to design, execute, and document regression test cycles for Vancouver upgrade, enabling traceable validation of HAM, CMDB, and catalog workflows with clear defect evidence.
- Executed targeted regression testing during Vancouver release, validating 40+ core test scenarios for CMDB and request workflows, ensuring stable post-upgrade outcomes.
- Built performance dashboards using ServiceNow reporting to surface trends in CI lifecycle status, discovery gaps, and reconciliation errors, enabling leadership to track governance KPIs.
- Contributed to CMDB class modeling and relationship mapping efforts to improve alignment with the Common Service Data Model (CSDM), strengthening support for asset and service traceability.
- Identified opportunities for automation within CMDB and asset workflows, recommending Flow Designer logic for lifecycle status transitions and reconciliation alerting to reduce manual intervention.
- Authored SOPs, workflow diagrams, and knowledge documentation to standardize operational procedures and enhance audit-ready compliance.
- Facilitated communication between clinical leadership, IT operations, and ServiceNow platform teams to ensure stakeholder expectations aligned with system behavior and configuration realities.

### **FedTec (AmeriCorps), Remote — ServiceNow Platform Analyst**

## **April 2024 – April 2025 (Contract)**

- Led requirements workshops with federal stakeholders to define needs across HAM, SAM, CMDB, ITOM (Discovery), and Request Management; produced detailed user stories, acceptance criteria, process flows, and traceability artifacts.
- Analyzed current-state IT Asset Management (ITAM) and IT Operations Management (ITOM) processes, identifying lifecycle gaps, reconciliation issues, and opportunities to align with ServiceNow best practices and the CSDM framework.
- Identified and recommended automation opportunities (leveraging ServiceNow Flow Designer and IntegrationHub) to streamline manual tasks and reduce errors; presented proposals to stakeholders to drive adoption and efficiency gains.
- Executed comprehensive regression testing in Test Management 2.0 for CMDB, HAM, Discovery, and Service Catalog; validated the behavior of routing rules, reconciliation logic, CI updates, form/UI policy execution, and notification workflows.
- Conducted CMDB data quality reviews, evaluating class structure, CI relationships, transform map logic, inventory normalization, and multi-source reconciliation accuracy to improve configuration data integrity.
- Supported ITOM initiatives by validating MID Server connectivity and Discovery pattern coverage; identified credential issues and coverage gaps to ensure expected CIs were populated in the CMDB.
- Developed extensive functional documentation, workflow diagrams, test plans, change impact analyses, and training materials to support federal governance processes and audit compliance.
- Participated in Agile sprint ceremonies, backlog refinement, and story grooming sessions to facilitate delivery of HAM, SAM, and ITOM enhancement stories.
- Documented defects with clear reproduction steps, root cause analysis, and recommended fixes across CMDB, workflow, and asset lifecycle processes to assist development teams in timely resolution.
- Contributed to presales solutioning by evaluating additional ServiceNow modules and features for future implementation; helped craft technical proposals and roadmap recommendations that aligned with the agency's strategic goals.
- Supported major ServiceNow platform upgrade cycles (Washington DC, Xanadu, and Yokohama releases), focusing on Discovery impact analysis, CMDB schema changes, asset lifecycle regression testing, and Service Catalog routing validation.

## **R.E. Michel, Glen Burnie - Business Analyst**

### **May 2020 – March 2022**

- Gathered requirements for Incident, Request, Change, and inventory workflows during enterprise transition into Epicor and ServiceNow.
- Performed data integrity checks across asset, inventory, and workflow datasets; documented discrepancies and partnered with teams to correct lifecycle alignment.

- Created workflow diagrams, SOPs, and cutover documentation to support process stabilization and standardization.
- Conducted UAT cycles, validated workflow behavior, logged defects, and ensured accurate routing and status progression.
- Supported cross-team alignment by translating business needs into actionable requirements and improvement recommendations.

## **Unknown Proxies, Chicago - System Administrator**

*October 2019 – November 2021*

- Analyze subscription, entitlement, and account workflows to identify data inconsistencies and process gaps within SQL-backed systems.
- Document and communicate recurring API failures, login issues, and service outages to support engineering prioritization.
- Conduct functional testing of platform updates and provide clear steps-to-reproduce for defects.
- Monitor operational metrics and escalate recurring issues affecting customer experience or data quality.

## **Clutchcarts LLC, Riverdale - Owner**

*April 2019 - June 2021*

- Evaluate operational inefficiencies across ordering, inventory, and fulfillment workflows, implementing automation using Python and PowerShell to reduce manual effort.  
Build dashboards and lightweight portals providing real-time operational insights for tracking orders, inventory levels, and performance trends.
- Analyze sales patterns, product demand, and system workflows to optimize purchasing and stocking strategies.
- Monitor end-to-end operational processes, identify gaps, and implement improvements to increase throughput and reduce delays.

## **Notify Software Solutions, Durham - IT Operations Analyst**

*September 2018 – December 2020*

- Analyze user issues, workflow challenges, and operational bottlenecks to identify process improvement opportunities.
- Standardize provisioning, access reviews, and onboarding workflows across a 10-person support team.
- Document recurring patterns and system behaviors to support process and training improvements.

- Build lightweight internal tools/forms (HTML/JS) to reduce manual workload and streamline repeated tasks.
- Assist incident triage and troubleshoot authentication, configuration, and network workflows.