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# Gregory A. Green

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## SKILLS

### ServiceNow:

ITSM, ITOM, HAM, SAM, Flow Designer, Business Rules, Catalog Items, CMDB, Update Sets, Test Management 2.0, Inbound Email Actions, Notifications

### Scripting & Automation:

JavaScript, jQuery, PowerShell, Python (automation, email parsing, web scraping), REST APIs

### Web Technologies & Tools:

HTML, CSS/SCSS, JSON, Git, Postman, VS Code, Angular (basic)

### Automation & Frameworks:

Playwright, Selenium, DeepSeek API, Jira, Agile (Scrum)

### Environments & DevOps:

Dev/Test/Prod workflows, Update Set Management, API Integration, Version Control, Proxy & Session Handling

### Security & Systems:

IMAP, OAuth 2.0, IAM (basic), Browser Fingerprinting (for test simulation)

### Clearance:

Public Trust – Active

## Certifications

### ServiceNow Certified System Administrator

*Issued: June 03, 2023*

### Micro-Certifications

- **Predictive Intelligence** – *Issued: December 18, 2024*
- **Service Portal** – *Issued: December 16, 2024*
- **Introduction to App Engine Studio** – *Issued: December 10, 2024*
- **Integration Hub** – *Issued: October 24, 2024*
- **Flow Designer** – *Issued: July 22, 2024*

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## EXPERIENCE

### FedTec, Remote — ServiceNow Administrator

June 2024 – Present

- Provide comprehensive support and administration for ServiceNow modules, including ITSM, ITOM, HAM, and SAM, ensuring platform stability and continuous improvement.
- Participated in a multi-phase ServiceNow implementation, contributing to configuration and testing efforts across Incident, Change, Problem, Discovery, CMDB, and Asset Management modules.
- Utilize Test Management 2.0 to develop and execute test plans and cases aligned with user stories and release cycles, conducting functional, regression, and UAT testing.
- Manage update sets across Development, Test, and Production environments, ensuring structured deployments with minimal impact on operations.
- Configure and maintain inbound email actions, UI policies, catalog items, client/server scripts, and business rules to support service request workflows.
- Leverage Flow Designer and legacy workflow tools to automate processes, enhancing efficiency in request fulfillment.
- Ensure data accuracy in CMDB and asset management tables by validating discovery inputs and applying normalization rules.
- Configure SAM entitlements, reconciliation rules, and compliance reports to support license optimization and audit readiness.
- Collaborate with cross-functional teams during Agile sprints for planning, backlog grooming, and defect resolution using Jira.
- Create scheduled reports and dashboards to support operational metrics and executive visibility.
- Document test steps, platform issues, and solutions in shared repositories to support knowledge retention and issue resolution.
- Independently manage daily Operations & Maintenance (O&M) tasks, including system health checks, monitoring scheduled jobs, and reviewing logs to ensure optimal platform performance.

### Baltimore Washington Medical Center, Glen burnie - Desktop Support 2

March 2023 - June 2024

- Designed and deployed custom ServiceNow ticket templates, significantly improving service request efficiency.
- Managed and completed a hardware refresh project for over 200 devices ahead of schedule, demonstrating strong project management skills.
- Automated data backup and migration processes with PowerShell, reducing manual

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workload considerably.

- Directed IT lifecycle management for refresh initiatives, cutting system downtime substantially.
- Created a comprehensive knowledge base, leading to a notable reduction in IT support tickets.
- Implemented Citrix virtualization solutions, enhancing remote work productivity.
- Collaborated on Epic EMR system upgrades, ensuring uninterrupted patient care.
- Developed ServiceNow lists and filters, boosting operational efficiency.
- Generated reports and analytics to inform strategic decisions, increasing team efficiency.
- Streamlined workflows with visual task boards, raising team productivity.
- Proactively addressed ServiceNow system issues, achieving exceptional platform uptime.
- Conducted ServiceNow best practices training, significantly increasing team productivity.
- Automated Incident and Change Management workflows, reducing resolution times considerably.
- Crafted dynamic, user-friendly ServiceNow forms using HTML, JavaScript, and Angular, improving form submission rates substantially.

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

May 2022 - 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 - Admin**

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.

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- 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, and Angular, 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.

## Unknown Proxies, Chicago - System Administrator

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

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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.