Gregory A. Green

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SKILLS

- Demonstrated proficiency in ServiceNow development, showcasing expertise in scripting, workflow automation, and effective business rule implementation.
- In-depth expertise in leveraging ServiceNow APIs and scripting for seamless integration and process automation.
- Adept at implementing client-side scripts to optimize user interactions and streamline form behavior for an enhanced user experience.
- Proven track record in developing custom scripts, automating tasks, and enhancing ServiceNow functionality to meet specific business needs.
- Extensive experience leveraging ServiceNow workflows to automate task routing, approvals, and notifications, resulting in significant improvements in operational efficiency.
- In-depth knowledge of ServiceNow architecture, configurations, and adherence to industry best practices for efficient and scalable solutions.
- Proficient in utilizing PowerShell scripts to automate data backup and migration processes, ensuring data integrity and system reliability.
- Demonstrated success in collaborating with cross-functional teams and stakeholders to ensure seamless project implementation, emphasizing effective communication and teamwork.
- Proficient in SQL and HTML, utilizing these skills for effective data management and the development of web-based applications within the ServiceNow platform.
- Comprehensive understanding of the ITIL framework and its application in managing processes such as Incident, Problem, Change, and Configuration Management within the ServiceNow environment.

Certifications

ServiceNow Certified System Administrator (CSA)

Issued by ServiceNow | Date of Certification: June 2023

EXPERIENCE

Baltimore Washington Medical Center, Glen burnie - Servicenow
Developer

March 2023 - Present

- Orchestrated and implemented effective projects for refreshing PCs and laptops, guaranteeing prompt and streamlined replacement of obsolete hardware.
- Deployed PowerShell scripts to automate data backup and migration.
- Oversaw end-to-end lifecycle management of refresh initiatives, encompassing imaging, data migration, software integration, and user profile transfers.
- Demonstrated proficiency in utilizing Citrix virtualization technology to enable seamless access to applications and desktop environments across diverse devices through VPN and LAN.
- Collaborated closely with healthcare professionals and IT teams to facilitate smooth transitions and ensure compatibility during Epic EMR system upgrades. Experienced in ITOM (IT Operations Management), HIM (Health Information Management), HIE (Health Information Exchange), and EMR (Electronic Medical Records).
- Demonstrated proficiency in creating and implementing lists and filters within the ServiceNow environment, ensuring streamlined data management and improved user accessibility for seamless navigation.
- Successfully designed and implemented custom ticket templates, optimizing service request handling and resolution processes for enhanced user experience and expedited issue resolution.
- Proficiently developed and generated detailed reports tracking team-wide ticket completion metrics and daily performance totals, providing valuable insights into operational efficiency and fostering data-driven decision-making processes.
- Generated comprehensive analytics reports, enabling data-driven assessments of team performance and facilitating strategic improvements within the organization.
- Streamlined workflow processes through the implementation of visual task boards, optimizing task assignment and progress tracking.
- Proactively identified and resolved system issues, ensuring the seamless functioning of the ServiceNow environment and minimizing potential downtime.
- Conducted regular training sessions on ServiceNow best practices, empowering team members to maximize their productivity and optimize their use of the platform.
- Developed custom scripts using GlideScript, GlideForm, and GlideUser, automating workflows and enhancing the ServiceNow environment's functionality.
- Utilized ServiceNow workflows to automate task routing, approvals, and notifications, particularly in the areas of Incident Management, Change Management, and the Service Catalog.
- Experience in creating forms using HTML, JavaScript, REST, Python, CSS, and Angular, ensuring a dynamic and user-friendly interface.

R.E. Michel, Glen Burnie - IT Helpdesk Technician

May 2022 - March 2023

- Set up and configured workstations, installed software, and set up thin/thick clients.
- Troubleshoot computer hardware and software both on-site and remotely, and install software as per specifications.

- Deploy powershell scripts to automate software installs and file organization.
- Managed new hire profiles and emails through Active Directory.
- Troubleshoot SSL certificate-related issues, diagnosing and resolving technical problems promptly to minimize downtime and maintain secure connections.
- Proficient in using ServiceNow ticketing system for managing incidents, service requests, and change requests.
- Created and managed ServiceNow tickets from opening to resolution, providing timely and accurate updates to stakeholders.
- Worked closely with internal teams and external vendors to identify and troubleshoot technical issues and ensure timely resolution of ServiceNow tickets.
- Collaborated with cross-functional teams to improve the ServiceNow ticketing process during the Epicor migration.
- Successfully installed and managed SSL certificates for multiple computer systems, ensuring secure communication channels and data protection.
- Successfully executed a cross-system migration project, transitioning from IBM to Epicor/ServiceNow, ensuring a seamless transfer of data and processes.

Notify Software Solutions, Durham - Administrator

September 2019 - December 2020

- Part of the Notify 1-on-1 program, providing 1-on-1 consulting services to members through interactive voice calls
- Managed a group of 10 staff members, ensuring the completion of their monthly tasks
- Assisted in overhauling the Notify release guide format used for all release channels
- Conducted regular audits of user permissions and groups, identifying and resolving any inconsistencies or unauthorized access
- Developed and implemented standardized processes for user provisioning and deprovisioning, streamlining administrative tasks and minimizing security risks through discord reacts.
- Developed a JavaScript-based solution to streamline the user form creation and submission process.
- Implemented a user-friendly web-based interface using HTML, CSS, and JavaScript to allow staff members to easily create and submit forms.
- Utilized JavaScript to validate form inputs and ensure data accuracy, reducing errors in form submissions.
- Integrated Discord reacts to automate certain actions upon form submission, improving workflow efficiency.

Unknown Proxies, Chicago - System Administrator

October 2019 - November 2021

- Provided in-house help to customers through a ticket system, including:
- Designed and implemented the architecture and infrastructure of the proxy platform, utilizing technologies such as Nginx, and Squid to ensure high performance and scalability.
- Configured and maintained secure access controls and logging mechanisms, including SSL encryption, authentication, and auditing, to protect client data and comply with regulatory requirements.
- Leveraged CSS, javascript , and HTML skills to create user-friendly interfaces for proxy management portals, enhancing the user experience and simplifying client interactions.
- Utilized REST APIs to automate customer email responses based on location, ensuring timely and personalized notifications.
- Fixing billing issues through Stripe/Shopify
- Collaborated with cross-functional teams, including sales, marketing, and engineering, to ensure that the proxy service met the requirements of clients and aligned with company goals.
- Provided technical support and troubleshooting to clients, including resolving issues related to connectivity, performance, and compatibility with client applications through an inhouse linux based ticketing system
- Developed and maintained custom python, powershell, and javascript tools and applications for proxy management and monitoring, including automation of proxy rotation, load balancing, and blacklisting.
- Conducted market research and analysis to identify trends and opportunities in the proxy industry, and provide recommendations for new features and services to meet evolving client needs.
- Integrated Discord reacts to automate certain actions upon form submission, improving workflow efficiency.

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 2017 - April 2019

- 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.