Adam Pflantzer

# Contact Information

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# Professional Summary

Manager and Senior Technical Consultant specializing in ServiceNow solutions with extensive experience in Service Portal development, architecture, and UX. Skilled in aligning technology with organizational goals and ensuring compliance with legal and company standards. Proven track record of delivering innovative and effective solutions across various industries.

# Certifications

- ServiceNow Certified System Administrator  
- CSM Professional Suite Certificate  
- ITSM Professional Suite Certificate  
- ServiceNow Micro Certifications:  
 - Virtual Agent  
 - Performance Analytics  
 - Service Portal  
 - Agent Intelligence

# Professional Experience

**KPMG**  
Manager ServiceNow Experience Transformation, Human Capital Advisory  
January 2023 - Present  
- Lead and manage a team focused on optimizing digital HR solutions.  
- Align technology with organizational goals, ensuring compliance with legal and company standards.

**Acorio** **/ NTT Data**  
ServiceNow Functional Lead of Visual Design  
December 2019 - December 2022  
- Aligned Acorio's external brand with internal user interfaces.  
- Partnered with marketing to drive case study design and development.  
- Advocated for high visual design standards and creative business solutions.  
  
Senior Technical Consultant  
August 2017 - December 2019  
- Lead Service Portal Technical Consultant and architect for multiple Fortune 500 companies.  
- Implemented Service Portals for ITSM, CSM, HR, Knowledge Management, Finance, Facilities, and Communities.  
- Developed custom applications and upgraded systems.  
  
**CBS Corporation**  
ServiceNow Developer & Administrator  
January 2016 - August 2017  
- Enhanced ITIL services accessibility for over 20,000 users.  
- Led the transition from a CMS-driven self-service application to the new Service Portal Self Service center.  
  
**Ogilvy & Mather**  
Frontend Web Developer  
December 2012 - December 2015  
- Supported the online presence of the US General Services Administration.  
- Developed and maintained a 4,000+ page website using various web technologies.  
  
**Peace Corps**  
Teaching English as a Foreign Language Volunteer  
September 2008 - December 2010  
- Mentored children and young adults in Ukraine, supporting US Gov interests.

# Education

State University of New York at Fredonia  
Bachelor's Degree in Political Science  
2004 - 2007

# Project Experience

**Dropbox**- Configured and implemented Employee Center Pro to streamline employee interactions.  
- Designed and developed Service Portals for ITSM and HRSD improving user experience and satisfaction.  
- Led workshops to gather requirements and ensure alignment with business goals.  
  
**Sony Pictures**  
- Implemented HRSD solutions to enhance employee support and service delivery.  
- Developed custom ServiceNow applications to address unique business needs.  
- Conducted virtual workshops building personas to improve experience interactions.  
  
**Sony PlayStation**  
- Designed and configured ITSM solutions, improving service delivery and employee experience.  
- Managed the implementation of Service Portal and Mobile App, enhancing user engagement.  
- Facilitated experience journey workshops to identify and address user pain points.  
  
**National Geographic**  
- Implemented ITSM solutions to improve IT operations and service management.  
- Designed Figma-based prototypes for Service Portal interfaces.  
- Conducted workshops to ensure alignment with organizational objectives.  
  
**Northeastern University**  
- Configured and implemented Employee Center to streamline faculty and staff interactions.  
- Developed custom ITSM solutions to support university operations.  
- Led workshops to gather user requirements and ensure solution effectiveness.  
  
**Edward Jones**  
- Designed and implemented HRSD solutions to enhance employee service experiences.  
- Configured ServiceNow Mobile App to improve accessibility and user engagement.  
- Conducted virtual agent workshops to automate routine inquiries and tasks.  
  
**TD Bank**  
- Implemented ITSM solutions to optimize IT service management processes.  
- Developed custom Service Portal solutions to enhance user experience.  
- Facilitated workshops to gather requirements and ensure alignment with business needs.  
  
**USAA**  
- Configured HRSD solutions to improve HR service delivery for employees.  
- Implemented ServiceNow Virtual Agent to automate and streamline HR interactions.  
- Conducted workshops to identify and address user needs and pain points.  
  
**IQVIA**  
- Designed and implemented custom app to enhance employee self-service capabilities.  
- Developed custom solutions to improve client support and service delivery.  
- Facilitated experience journey workshops to ensure solutions met business objectives.  
  
**Cozen O'Connor**  
- Implemented custom workflow solutions to enhance service management processes.  
- Designed and developed custom Service Portal to improve internal workflows enhancing user engagement and satisfaction.  
- Conducted workshops to gather requirements and ensure solution effectiveness.  
  
**Humana**  
- Configured and implemented HRSD solutions to streamline HR operations.  
- Developed custom Mobile App solutions to enhance user accessibility.  
- Facilitated virtual agent workshops to automate HR interactions and tasks.  
  
**NSA**  
- Designed and implemented ITSM solutions to improve employee support operations.  
- Developed custom ServiceNow applications to meet unique business requirements.  
- Conducted workshops to gather user requirements and ensure solution alignment.  
  
**Robinhood**  
- Configured ITSM solutions to optimize IT operations and service delivery.  
- Designed and developed Service Portals to enhance user experience.  
- Led workshops to gather requirements and ensure solution effectiveness.  
  
Red River  
- Implemented CSM solutions to streamline employee interactions and self-service.  
- Developed custom CSM solutions to improve customer service delivery.  
- Conducted experience journey workshops to identify and address user pain points.

# Skills

- ServiceNow Modules (CSM, HRSD, ITSM)  
- Service Portal Development  
- Employee Center / Employee Center Pro  
- Employee Experience Design  
- User Experience and Digital Interactions  
- Virtual Agent and Mobile App Development  
- Figma Design and Wireframe  
- Workshop Facilitation  
- Technical Architecture and UX Design