

William Bounas

wbounas@gmail.com - (617) 690-9220 – Greater Boston Area

SUMMARY

ServiceNow Certified Technical Architect (CTA), results-driven technical consultant with over 4 years specializing in ITAM HAM & SAM. Extremely self-driven to constantly grow, learn, and succeed, quickly advancing to a Functional Lead position. Has proven track record of delivering high-impact solutions for global enterprise clients across industries, with deep experience in governance, technical development, and operational alignment. Prior experience as a music educator pivoting to specialty ServiceNow consulting provides an insightful view for effective client solutions. Passionate strengths in learning, automation, scripting, new technology, and creating strong client partnerships.

WORK EXPERIENCE

CDI/AHEAD

Oct. 2022 – Present

Principal Technical Consultant

Remote / Chicago, IL

- Spearheaded end-to-end technical direction on over 12+ ITAM implementations (HAM/SAM)
 - Architected and implemented robust scalable solutions that align with ServiceNow leading practices
 - Provided strategic guidance to clients on ITAM operationalization and process optimization
- Enabled seamless collaboration between cross-functional teams and high-priority clients
 - Ensured effective communication and alignment throughout project lifecycles
- Supported ITOM/ITAM practice development across all delivery areas
 - Created repeatable delivery frameworks and contributed to internal knowledge development
 - Supported ITAM pre-sales positioning, solution designs for RFPs/SOWs
- ServiceNow Certifications: CTA, CSA, CAD, CIS-ITSM, CIS-Discovery, CIS-HAM, CIS-SAM

Acorio/NTT Data

Apr. 2018 – Sept. 2022

Senior Technical Consultant, Functional Lead (ITAM)

Boston, MA

- As a Senior Technical Consultant was involved in over 40 ITSM, ITOM, and ITAM projects
 - Functioned as Technical Lead on multiple HAMP, SAMP, SAMF, and custom application engagements
- Creation of multiple Code Snippets, Knowledge Articles, and practice documentation
- Managed and hosted weekly “Lunch & Learn” delivery enablement program to company-wide audience
- Mentor to succeeding Acorio Academy groups, led weekly scripting challenge sessions to associate developers
 - Led citizen-developer training sessions for multiple clients
- Interfaced daily with multiple Project Managers, collaborated with multiple teams sized from 1-15 peer consultants

Web Development Immersive

Dec. 2017 – March 2018

Full-time Junior Developer

Boston, MA

- Achieved over 700 coding hours in 12-week, accelerated full-stack immersive web development program
- Built 4 full-stack projects, including building authenticated REST APIs with Ruby on Rails, node.JS + Express
- Implemented multiple front-end applications using various JavaScript frameworks, such as ember.JS, React
- Developed strong programming fundamentals from hands-on learning and real-world application
- Created and maintained software documentation

EDUCATION

Berklee College of Music

Class of 2014

BM, Professional Music

Boston, MA