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Qualifications

ServiceNow, Program, and Service Level Management
2.75+ years of experience managing a ServiceNow development team. A proven track record of successful planning, development, and implementation of ServiceNow dev work. A recognized ability to communicate with all stakeholders, including federal customers, on development work and ongoing efforts. 2 years of SLA and program management experience. Demonstrated ability to quickly and efficiently learn high level aspects of primary processes across the program and how teams interact with and depend on each other to complete their tasks. Proven communication skills in working with program managers to develop and improve processes to meet and exceed SLAs and improve key performance metrics.

- Managed resource availability, development priorities, and project status across multiple development projects and ongoing maintenance efforts.
- Engaged in direct development work to aid in meeting deadlines and development goals.
- Maintained communications with federal customers and stakeholders on ongoing development efforts.
- Streamlined SLA reporting methods and worked with program managers to improve SLA and KPI results.

Core Skills and Abilities

ServiceNow Management	ServiceNow Development
Program and Service Level Management	Clear and Thorough Communication
Thorough and Rigorous Process Analysis	Team Management
Strategic and Project Planning	Quality Assurance (QA)

Experience

Science Applications International Corporation (SAIC):   November 2016 - Current

• SLA Manager, HHS NGITS Operations (October 2020)
- • Pull and analyze SLA metric data to ensure compliance with contractual AQLs.
- • Work with operational managers to analyze overall program performance and establish processes on an individual or program-level to improve performance and meet strategic goals.

• ServiceNow Manager, HHS NGITS Operations (December 2019)
- • Manages the ServiceNow Development Team, who are responsible for creating and maintaining the ITSM environment for NGITS Operations including reviewing, analyzing, prioritizing, planning and assigning work out for all enhancements.
- • Facilitates discussions between the ServiceNow Dev Team and the federal government (customers), as well as between the Developers and the rest of the Operations team to understand the business need for all requests.

- Ensures the quality of delivered enhancements, documentation, and communication surrounding the released enhancements to the requester.
- Technical Trainer & Documentation, HHS NGITS Operations (January 2019 – October 2020)
    - Developing and providing regular training sessions to OCIO Service Desk staff, as well as occasional trainings for all NGITS staff and organizing and conducting new hire training.
    - Continuing to assist in the technical documentation process, assisted with implementation of new document management system.
- Asset Refresh Coordinator, HHS NGITS Operations (July 2019-October 2019)
    - Coordinated and scheduled hardware refreshes for approximately 1500 users.
    - Streamlined reporting procedures for providing weekly updates to management
- Computer Operator II, Queue Maintenance & Documentation, HHS OCIO Service Desk (April 2018)
    - Assisted in the creation, review, editing, and handling of project documentation with the Knowledge Manager. Including the submission or review of 200+ separate documents.
    - Handled escalations/urgent issues for high-level users as well as users having an urgent need.
    - Together with one other agent, cleared an initial email ticket backup of 250+ tickets to bring queue within SLA and then have continued to maintain >10min response time on new email tickets.
    - Queue Maintenance team member - Monitoring and working all Service Desk ticket queues to maintain response and resolution SLAs.
    - Provided specialized support via email and monitored and maintained a Priority mailbox, requiring immediate response, and a 508 Assistance mailbox.
- Call Center Lead I / Documentation, NAISMC, CONUS Nurse Advice Line (July 2017)
    - Worked with the rest of the leadership team to develop new processes and improve existing ones. Assisted with training agents on changes to processes and on any process changes. Monitored a team of agents and provided goals to help them improve individually with regards to project goals.
    - Identified and created technical documents to describe NAL processes and Agent functions.
    - Completed general contract duties: assisting callers, performing appointing functions, etc.
- Call Center Agent I, NAISMC, CONUS Nurse Advice Line (November 2016)
    - Assisted CONUS Tricare beneficiaries in seeking acute medical care.
    - Verified program eligibility according to contract standards.
    - Provided patients with appointing assistance, either with their assigned clinic or otherwise, to ensure medical care was offered in accordance with nurse recommendation.

Virginia Tech Observatory: August 2013-December 2015

Education

- Bachelor's Degree - Virginia Polytechnic Institute and State University. Graduated December, 2015.

- Virginia Tech Hume Center: SAIC National Security Education Program (NSEP) – Associate. 2015.
- Governor's School for Science and Technology. Graduated Spring 2012.

Additional Skills

- SLA data analysis and reporting
- ServiceNow Development including, but not limited to, workflow, catalog item, form development, reporting, basic scripting.
- Technical Training
- Creation/Review of Technical Documentation
- Demonstrated technical support ability.
- Proficient with most major computer operating systems including Windows (7/10), OS X, and Linux.
- Microsoft Office Suite (Word, Excel, PowerPoint, Outlook).
- Experience supporting initial hardware setup (reimaging, Windows installation, etc.)
- Experience working with and troubleshooting domain specific applications including ServiceNow, VMWare ESXi, Kemp Load balancing, Active Directory, Windows Remote Assistance, Composite Health Care System (CHCS), Pixinsight, Adobe Creative Cloud Programs, DeepSkyStacker, GE FPLC software, and others.
- Laboratory techniques including sterilization methods, autoclaving, protein purification, gel electrophoresis, FPLC, reagent preparation, centrifugation.
- Certified telescope operator at Virginia Tech's Anderson Observatory.

Certifications & Clearances

- Active U.S. DHHS – Public Trust/Tier 4 Investigation – Adjudicated
- U.S. DoD/DHA - ADP II Adjudicated