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### **Core Skills and Abilities**

ServiceNow Management  
Program and Service Level Management  
Thorough and Rigorous Process Analysis  
Strategic and Project Planning

ServiceNow Development  
Clear and Thorough Communication  
Resource Management  
Quality Assurance (QA)

### **Experience**

**Science Applications International Corporation (SAIC):** November 2016 – October 2023

#### **SLA Manager, HHS NGITS Operations (10/2020 – 10/2023)**

- Pulled and analyzed SLA metric data to ensure compliance with contractual AQLs.
- Worked 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 (12/2019 – 10/2023)**

- Managed the ServiceNow Development Team, who are responsible for creating and maintaining the ITSM environment for NGITS Operations and HHS customers, including analyzing, prioritizing, and assigning work out for all enhancements.
- Provided expert support to ServiceNow developers and responds to high-level product support issues.
- Worked directly with platform owner and vendor to discuss requirements and report design/function issues within the platform for engineering to troubleshoot.
- Provided customer support on high level ServiceNow issues and facilitates discussions between the Developers and the rest of the Operations team to understand the business need for all requests.
- Coordinated across multiple teams including engineering, information security, operations, and stakeholders from other customer groups to develop enhancements and facilitate integrations.
- Ensured the quality of delivered enhancements, documentation, and communication surrounding the released enhancements to the requester.
- Validated that proposed changes adhere to HHS information security and data protection/management policies.
- Followed an Agile development framework and adheres to industry standard Change Management best practices.

#### **Technical Trainer & Documentation, HHS NGITS Operations (12/2019 - 10/2020)**

- 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.
- Ensured adherence to HHS information security policies as they correspond to technical documentation.

#### **Asset Refresh Coordinator, HHS NGITS Operations (07/2019 - 10/2019)**

- Coordinated and scheduled hardware refreshes for approximately 1500 users.
- Streamlined reporting procedures for providing weekly updates to management.

#### **Queue Maintenance & Documentation, HHS OCIO Service Desk (04/2018 - 12/2019)**

- 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, CONUS Nurse Advice Line (07/2017 - 04/2018)**

- 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.
- Validated compliance with HIPAA guidelines and ensured patient information security.
- 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, CONUS Nurse Advice Line (11/2016 - 07/2017)**

- 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.

## **Education**

- Bachelor's Degree - Virginia Polytechnic Institute and State University. Graduated December, 2015.
- Virginia Tech Hume Center: SAIC National Security Education Program (NSEP) – 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