

Bob

ServiceNow Developer/Administrator || Software Engineer

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Technical Skills & Specializations

ServiceNow | JavaScript | React | Node | Python | AngularJS | UIBuilder | Configurable Workspaces | Workflow Studio | Flow Designer | Integrations | ITIL | ITSM | CMDB | ITOM | Discovery | SPM | ITAM | ServiceNow AI | Azure AD |

Banner Health/Sonora Quest Labs | Tempe, AZ - ServiceNow Admin/Developer

June 2023 - current

- Build and design highly scalable, testable code for the ServiceNow Platform to extend functionality of existing modules, create custom applications for Stakeholders objectives like lowering software spend, automate employee workflows and to increase MTTR .
- Develop and manage 3rd party integrations on the platform with systems like Azure AD, Salesforce, Docusign and Onedrive using REST Message & Workflow Studio spokes to unify the Sales, Contracting, Risk, along with other teams experience.
- Develop APIs to retrieve EMR, EHR and other medical record data from 3rd party enterprise applications
- Extending Platform capabilities by developing custom business rules, client scripts and script includes within; ITSM, ITAM, SPM, ITOM, Service Portal and Custom Applications that automate tasks for users and to achieve Stakeholder strategic objectives
- Discovery admin, configures and manages the CMDB, monitors performance. Ensure data quality to collect/determine impact on CIs and ensure Discovery is discovering infrastructure on the company network increasing visibility in IT infrastructure and decreasing outage times
- Managed the ServiceNow platform handling system configurations, upgrades, system properties, and ACLs, ensuring data integrity and instance performance. These efforts improve instance efficiency and strengthen security compliance.
- Test and debugging applications, introduced source control integration(Github) and release notes to our Devops, Agile methodologies, manage release cycles and create documentation. Decreasing reported incidents, adding more visibility to the SDLC, and severely reduced bugs within deployed software.
- Leading the written and verbal communication with Senior Leadership and Stakeholders to achieve strategic goals
- Deployed ServiceNow mobile apps and configured within the constraints of the Sales team to streamline their workflow process.

Verizon Connect | San Diego, CA(Remote) - Operations

Oct 2019 - April 2022

- Managed end-to-end process for Enterprise accounts managing work orders from salesforce

Stream Logistics | Scottsdale, AZ - Operations Team Member

Jul 2018 - May 2019

- Optimized logistics for 20+ clients, cutting costs via dimension & weight analysis, boosting quote conversion by 34% in a month for freight worth \$10-\$300K.

Education & Certifications

Arizona State University | Tempe, AZ - B.S. Economics

2018

ServiceNow Certified System Administrator & ServiceNow Certified Application Developer

ServiceNow Certified Implementation Specialist: Discovery

