William Mitchell
WillMitchell.net

Highlights of Qualifications

- ServiceNow Administrator
- ServiceNow Product Owner
- ServiceNow Platform Architect
- ServiceNow Junior Developer

- ServiceNow Module Implementer
- Business Process/BA Work
- Strong customer service skills.
- ITIL and ServiceNow Best Practice

Relevant Skills and Experience

ServiceNow Administration, Development, Architecture, and General System Administration:
- Provide end user training and guidance to business process
- Lead discovery meetings to map out business process and implement within ServiceNow
- Build business process solutions within the ServiceNow Service Portal
- Provide Road Mapping for the ServiceNow Platform; ITSM, ITBM, ITOM, ITAM, HR, Field Management
- Assist with advanced integrations into ServiceNow like SAP, PeopleSoft, Workday, Insight Monitoring

Technical Skills:
- IT and Business Process Development
- Service Portal Design/Knowledge Base Management/Deployment
- Service Catalog buildout, and UX Design via the Service Portal
- ITSM, ITBM, ITOM, ITAM, HR, Field Management ServiceNow Suites
- Skilled in server administration and maintenance
- Proficient in the documentation of IT processes and procedures
- Provide face to face customer support to end users
- Advanced reporting, Dashboard creation, Performance Analytics

Positions

ServiceNow Architect	The SN Guys, LLC	January 2012 – Present
Sr. ServiceNow Architect	Ascension Technologies	April 2022 – June 2022
ServiceNow ITBM Architect	Cask, LLC	July 2021 – October 2021
ServiceNow Technical Consultant	CDW	February 2020 – March 2021
ServiceNow Administrator	Coyote Logistics	October 2019 – February 2020
ServiceNow Platform Architect	OptumCare – United Healthcare	December 2018 – October 2019
ServiceNow Administrator	DaVita Medical Group	December 2018 – June 2019
Sr. ServiceNow Administrator	TravelCenters of America	August 2017 – December 2018
Sr. Desktop Engineer	TravelCenters of America	November 2015 – August 2017

Education and Training
ServiceNow Certified Administrator
(**December 2020**)
ServiceNow Advanced Scripting 2
(October 2019)
ServiceNow Advanced Scripting
(October 2019)
ServiceNow Administrator Training
(December 2017)
ServiceNow Advanced Scripting
(January 2018)
ITIL Foundations Training
(January 2018)
Religious Studies with a Focus on Pre-Ministry
(June 2010-June 2013) – No Degree