Candidate	LaTroya Mitchell
Current Location	Tallahassee, FL
Current Position	**ServiceNow Systems Administrator / Sr. Process Management Analyst / B.A.**
Skills & Experience	

Years Exp.	Skill / Experience
15	IT
15	ITSM
5	ServiceNow
5	Service Portal
Modules	Custom Applications, ITSM, ITIL, Service Portal, PPM, Service Catalog, Knowledge Management, Legal Service Delivery, Walk-up, Virtual Agent, Automated Testing Framework, Test Management, Agile Development, Integration Hub
ServiceNow Versions	Madrid to Tokyo

Certifications	ServiceNow Certified Systems Administrator – 2019 ServiceNow Application Developer – 2018 ServiceNow Micro-Certification in Virtual Agent - 2019 ServiceNow Micro-Certification in Service Portal -2019 ServiceNow Micro-Certification in Asset Model Management - 2020 ServiceNow Automated Test Framework (ATF) Fundamentals - 2020 Green Belt Certification (SSI) – 2020 Yellow Belt Lean Six Sigma – 2015 ITIL Foundations (v3) - 2009 ITIL Foundations (v4) – 2022
Visa Requirements	U.S. Citizen
SN Work Summary	I am a ServiceNow Systems Administrator and Developer with over 18 years of IT and customer experience. In the last 5 years I've focused primarily on innovating new business solutions in the ServiceNow platform. From leading semi-annual clone backs and upgrades to building custom in the ServiceNow application. My knowledge management and business analyst background, allow me to work closely with the business as well as have more technical conversations internally.
Test Summary	• Work with product owners to develop test plans, test cases, and test steps within the ServiceNow Test Management suite

	• Develop automated tests for existing ServiceNow applications in preparation of software upgrades
	• Lead training sessions on how to develop test plans and the importance of UAT and Regression testing
	• Routinely work with stakeholders to test development work via Agile Development

CAREER SUMMARY

Sr ServiceNow Admin/Developer - (April 2019 – Present)

Complete development, configuration, and workflow administration to support business processes within ServiceNow platform. Work directly with IT Operations team by aligning internal processes with technology support systems.

- Discover root cause through process improvement methodologies to continuously increase ROI
- 3rd party integrations (JSON/REST)
- Develop custom ServiceNow applications
- Design process maps and workflows in order improve stakeholder internal processes
- Use SCRUM/Agile development methodologies
- Participate in the full software development life cycle: Analysis, Design, Coding, Testing, Training, and Operational Support
- Develop and perform hands-on training to potential subject matter experts
- Led the design and implementation transition of the Finance & Accounting and Legal Departments to ServiceNow
- Led Semi-annual software upgrade including creating test scripts (UAT) for product owners
- Designed, scripted, and implemented training modules for Service Portal
- Conducted enterprise surveys to determine website usage and implement redesign of Service Portal

Business Systems Analyst – (2016-2018)

- Developed process models
- Collaborated with product owners, business stakeholders, and developers to translate business objectives to sprints
- Facilitate SCRUM sessions with teams and assist with project management task as needed
- Worked closely with developers to support agile development process
- Strong ability to communicate strategic information to executives from a developer's perspective
- Assisted with development and implementation of adopted processes into service management tools
- Writing test scripts / Manual QA testing

Education

Middle Tennessee State University, Murfreesboro, TN
Bachelor of Business Administration in Computer Information Systems (2009)

Technical Skills / Software

Technical Skills	Software
Content Management	ServiceNow
Process Improvement	Microsoft Office Suite
Service Delivery	Microsoft 365
Customer Service	SharePoint
Technical Writing	Visio
End User Support	Lotus Notes
ITIL	Remedy
Systems Training & Development	NICE
SDLC / Agile	Upland (formerly RightAnswers)
Collaborative Problem Solving	MS SQL Server
Risk Management	PeopleSoft
SQL	Windows 7-10
Information Systems	MS Visual Studio
Project Management	PyCharm (Novice)
SCRUM	Confluence
HTML	JIRA
Java Script	Postman
	MIRO