GEORGE CRITTENDEN, JR.

Houston, TX area • (281) 818.2241 • george.crittenden@gmail.com

Web Profile: https://www.george-crittenden.info

APPLICATION SUPPORT ENGINEER / SYSTEMS ADMINISTRATOR

ServiceNow-certified IT specialist with more than 15 years of multifaceted experience, including systems administration, enterprise networking, e-commerce, project management, & direct customer consultation throughout the full software life cycle. Key strengths include:

- Enterprise Networking
- Quality Assurance & Testing
- Training & Documentation

- Systems Management & Monitoring
- Systems Analysis
- Project Management

Professional Experience

ProSoDel, Remote

ServiceNow Developer 01/24 – Present

Provide application development & systems analysis for ServiceNow enterprise infrastructure within federal IT project operations (Veterans Administration). Develop ServiceNow feature enhancements, remediate defects, & implement infrastructure integrations as part of Agile development process. Primary responsibilities entailed:

- Design module-specific platform solutions (APM) & enterprise integrations compliant with stakeholder requirements
- Organize SDLC development tasks & testing of user-reported solution defects & feature enhancement requests
- Coordinate CMDB maintenance & Data Loads (via Integration Hub ETL, Import Sets & manual CI Bulk Edits)
- Publish feature summary documentation & training content videos for application end users & stakeholders
- Promote technical delivery across project execution lifecycle (Requirements, Design, Build, Test, Deploy, & Support)

Bread of Life Academy, Remote

Adjunct Instructor (Cisco CCNA) 01/24 – Present

Provide virtual instruction for Computing Technology, CyberSecurity, & Enterprise Networking (Cisco Academy-affiliated). Primary responsibilities entailed:

- Intermediate training in configuration management, diagnostics, & resolution strategies for Cisco-based Enterprise Networks.
- Provide quality and technically relevant instruction, assessment, and feedback in lecture and laboratory
- Teach approved curriculum content, Construct tip sheets & approved materials needed for effective instructional delivery

TierPoint, Remote

Enterprise Architect 07/21 – 09/23

Establish approaches for integration of enterprise processes, data, & applications with the ServiceNow platform. Develop ServiceNow feature enhancements, remediate defects, & diagnose infrastructure integrations as part of Agile development process. Mentor resources to collaborate buildout of internal & external customer support on the platform. Primary responsibilities entailed:

- Integrate, develop, & grow the ServiceNow platform as operational process and data hub
- Configure & build technical solutions within ServiceNow which maximize reusability & create low technical debt
- Organize SDLC development tasks (Scrum Lead) & testing of user-reported solution defects & feature enhancement requests
- Advise organization stakeholders on ServiceNow platform best practices to create lasting value & enhanced experiences
- Coordinate requirements review with business & process leaders to ensure solution suitability for existing IT ecosystem

Hewlett Packard Enterprise, Remote

IT Operations Process Lead 10/20 – 07/21

Coordinate requirements gathering for system integrations, platform optimizations, and work reduction through automation. Develop ServiceNow feature enhancements, remediate defects, & diagnose infrastructure integrations as part of Agile development process. Help drive standardization & steer process improvement efforts. Primary responsibilities entailed:

- Design automated software and product upgrades, change management, and release management solutions
- Develop ServiceNow dashboards & reporting to aid troubleshooting & visualization of systems performance
- Consolidate existing Catalog Items into bundled Order Guides to reflect simplified business processes
- Engage with development to test software for reliability and scale, ensuring minimal refactoring or changes
- Troubleshoot priority incidents, facilitate blameless post-mortems, and ensure permanent closure of incidents

Leidos, Remote
ServiceNow Developer (Contract)   09/19 – 03/20
Provide application development & operational change management tasks for ServiceNow enterprise infrastructure to minimize customer outages and service impacts within federal IT project operations (DOD USAF). Develop ServiceNow feature enhancements, remediate defects, & implement infrastructure integrations as part of Agile development process. Primary responsibilities entailed:

- Coordinate application release deployments for self-hosted ServiceNow ITSM implementation (J2EE/Apache/Tomcat)
- Organize CMDB maintenance & Data Loads (via Integration Hub ETL, Import Sets & manual CI Bulk Edits)
- Develop Service Portal Catalog Items & Record Producers compliant with stakeholder requirements
- Align change management scheduling of systems maintenance, enhancements, & vendor fixes into production environments
- Promote technical delivery across project execution lifecycle (Requirements, Design, Build, Test, Deploy, & Support)

AIG, Houston, TX
Sr. Application Administrator   05/15 – 03/19
Provide 24/7 enterprise application support & operational change management to minimize customer outages and service impacts. Lead Application Administrator responsible for monitoring core infrastructure services & coordinating resolution of global break fix issues aligned within AIG Global Services organization. Primary responsibilities entailed:

- Coordinate application management & monitoring for self-hosted ServiceNow ITSM implementation (J2EE/Apache/Tomcat)
- Align Discovery schedule automation & patterns to populate CMDB content per stakeholder requirements
- Systems administration activities for production server systems (RH Linux, AIX, Solaris, & Windows)
- Contribute to Continuous Improvement processes & procedures including automation and documentation
- Customize SQL updates for production databases (Oracle, SQL Server, MySQL) relevant to ITSM operations

EDUCATION

UNIVERSITY OF HOUSTON-CLEAR LAKE, Houston, TX
- Master of Business Administration, Business Administration (MBA)
- Master of Science, Management Information Systems (MIS)

PRAIRIE VIEW A&M UNIVERSITY, Prairie View, TX
- Bachelor of Science, Electrical Engineering

CERTIFICATIONS

ServiceNow Certified System Administrator (Candidate ID: 21205636)   2020
Advanced training detailing the configuration, implementation, and maintenance of the ServiceNow ITSM platform solution.

CompTIA Security+ (Candidate ID: COMP001021577038)   2019
Enterprise IT security training in operations troubleshooting & best practice techniques for risk management, risk mitigation, threat management, & intrusion detection.

Cisco CCNP Certification (Cisco Certified Network Professional ; Cisco ID: CSCO11648470)   2009
Advanced training in diagnostics & resolution strategies for Cisco-based Wide Area Networks.
Configuration management training for Cisco routers & switches in multi-protocol networks.

IBM Enterprise Server Certificate Program   2007
Training in systems operation techniques through the usage of TSO, ISPF, JES, & SDSF on enterprise mainframe systems. Administrative scope included assembly programming, COBOL coding, & JCL batch programming procedures for z/OS systems environments.

TECHNICAL PROFICIENCIES

ServiceNow: ITSM, ITOM, CSM, APM, Event Management, Knowledge Management, Now Mobile, WSD (Workplace Service Delivery)
Systems Admin: HP-UX (10.x, 11.x), Solaris (8, 9, 10), AIX (4.2, 5.3, 6.1), Linux (6.2, 7.2, 9), Netware (3.x, 4.x), Windows 2012
Operating Systems: Set-Up & Configuration (UNIX, Linux, z/OS, Windows, OS/2, Cisco IOS)
Programming: SQL, PL/SQL, HTML, JavaScript, ASP, PERL, Shell scripts, Visual Basic, C, Java, JCL, C#, VB.Net. Python
Miscellaneous Skills: ITIL Service Management, Change Management, Project Management (SDLC), MS Office, MS Project, MS Visio, MS SQL Server, Oracle, Sybase, SharePoint, VMWare ESX (2.x, 3.x, 4.x), Citrix, BMC PATROL, HP OpenView (OVO, NNM), SolarWinds, IBM Tivoli, Cisco Works, Cisco CallManager (VOIP), Microsoft SCOM, NetCool, Nagios, TCP/IP, ODBC, SNMP, HTML, JavaScript, ASP, VbScript, J2EE (IBM WebSphere 5.x, 6.x, 7.x, 8.x), Oracle WebLogic (8.x, 9.x, 10.x), Apache/Tomcat, ImageMark TM, Rational ClearQuest, Netview, Control-M, Autosys, NetBackup (5.x, 6.x, 7.x), Peregrine, Remedy, AccuRev, JIRA, MedAptus, Cisco ANM, AppViewX, ITPAM, Pega PRPC, ServiceNow, Courion, Nimsoft, Tableau, Brightfin