GEORGE CRITTENDEN, JR.

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

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

SERVICENOW DEVOPS ENGINEER / APPLICATION ADMINISTRATOR

ServiceNow Certified System Administrator / Developer with knowledge of ITSM tools and ITIL framework.
I have broad-ranging implementation experience fulfilling business requirements and have worked with several
ServiceNow modules & functional areas:

ServiceNow Specialties	
• **Modules:**	ITSM (Incident, Request, Problem, Change, SLM, Service Catalog, Service Desk, Asset)
	ITOM (Discovery, Orchestration, Event Management, Service Mapping)
	Performance Analytics, CMDB, Knowledge, SCRUM
• **Integrations:**	Mobile, Web Services, eBonding, MID Servers, SSO, LDAP
• **Development:**	Workflow administration, Reporting, Form/UI configurations, Notifications, Data Imports
• **Scripting:**	Experienced leveraging ServiceNow platform scripting API's (SOAP, REST, JSON, XML, etc.)

Core Responsibilities

Operations
- Manage Infrastructure performance via systems monitoring & performance tuning
- Troubleshoot systems hardware, software, and operating and system management systems
- Escalate application problems to vendor for resolution.

Development
- Participate in project planning sessions with project managers, business analysts, & developers
- Analyze business requirements and outline proposed solutions

Quality Assurance
- Review & validate solutions to ensure alignment with pre-defined architectural specifications
- Provide documentation for operations

Functional & Development Tasks

Operations
- Manage provisioning details to govern access to ServiceNow portals & application modules
- Install SSL Certificates for On-Premise ServiceNow App Servers & other service-related infrastructure
- Implement SSO integration for simplified ServiceNow user logins (CA SiteMinder)
- Configure IMAP email integration for ServiceNow email notifications
- Align Change Management scheduling for maintenance & enhancements into production environments
- QA Validation of ServiceNow Mobile client functionality
- Construct storyboards for ServiceNow synthetic transaction monitoring (SolarWinds WPM)
- Compose script automation to assist with Break/Fix troubleshooting & RCA
- Coordinate external ServiceNow integrations (e.g., SFTP Public Key Authentication)

Development
- Create Development stories to be assigned during SDLC Development sprints
- Enact business rules to manage events impacting process workflow
- Implement client scripts to control form behavior & field values
- Assign Task Board Tasks to track solution defects & feature requests
- Craft automation scripts to assist with ad-hoc ServiceNow operations tasks (e.g., Background Scripts)
- Coordinate integration & code reuse from technical IT silos (e.g., Sys Admins, DBAs, Network Engineers)