GEORGE CRITTENDEN, JR.

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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)
	APM (Application Portfolio Management, Strategic Portfolio Management)
	CSM (Customer Service Management)
	Performance Analytics, CMDB, Knowledge, SCRUM
• **Integrations:**	Mobile, LDAP, Web Services, MID Servers, SSO
• **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 UI Policies & client scripts to control Form field 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)