

# GEORGE CRITTENDEN, JR.

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## SERVICE NOW 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)  
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.)

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### 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 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)