BRYON K RANDLE

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SUMMARY

A techno- functional business analyst, and business process consultant with expertise in ServiceNow. Skilled in analyzing complex processes and developing innovative solutions to challenges. In depth knowledge of enterprise SaaS applications to leverage business analyst methodologies to drive business process improvements. Administration experience in full life cycle implementation (requirements gathering, process design, configuration, functional design, testing, conversion, and deployment. Direct hands-on experience with ServiceNow components to oversee and assist with development tasks. Manage backlog priority in conjunction with Product Management produce status updates, conduct Iteration reviews, and participate in the System Demo demonstrations within Agile methodologies of Service Now deployment and implementation. Total 8 years ServiceNow experience. Guide development of ServiceNow modules to help leaders measure project success by capturing data related to Cost, Schedule, Quality. Held a Secret Clearance from 2016-2019. Self-starter with a passion for

CORE SKILLS AND COMPET

follow-through.

Certified ServiceNow Admin CSA, experience in ITSM, CMDB, CSM, ITOM, SAM, TSM, APM, CSDM, Process Automation Designer, Flow Designer platform tools. Exceptional business acumen with ITIL certification for ITSM framework. 8 years' of experience utilizing tools and integrations with ServiceNow.

- From Madrid to Vancouver version ServiceNow SaaS tool, Record Producer, Service Catalog, Incident, Problem, Change, and Knowledge Management, Workflows, SLA metric, API, Dashboard, Workspace, Client scripts, UI Actions, UI Pages, Business Rules and forms, CMDB, APM, CI Class Manager, Discovery, Incident, Change, Problem Management, Service Portal, LDAP, SSO, Active Directory, Flow Designer, Mid Server, Discovery, Service Mapping, Service Graph connectors, CSM, TSM, Order Mgt, Virtual Agent, ServiceNow Order Management modules for Telecommunications workflow, TNI Network for Telcom, ServiceNow Business Process
- Programming: JavaScript, HTML, REST API, TMF API Configuration, JSON, Setup MID Server, Business Rules, UI Policies, UI Actions, Client Scripts and ACLs, Web Services, Dev Ops, Agile/ Scrum Methodology, Chat GPT, GitHub, Postman, SQL
- Business Process Modeling and Tools
- Workflow/ Playbooks Design, JIRA, TMF API 621, Integration, Generative Ai, Predictive Intelligence
- Requirements gathering and technical documentation.
- CMDB identification classification, asset relationship building Discovery, Probes and Sensors, Service Mapping/ CI Class Manager
- Service Now Integration planning. Keen in identifying key cost saving asset optimization and adding value to organizations.
- CMDB identification classification, asset relationship building.
- User Support and Functional Business Analyst write review QA & UAT test scripts, Acceptance Criteria   HAM, SAM, CSDM, ITAM, ITOM, TSM Business Process Consultant
- JIRA, VISIO, Lucid Chart Project Methodologies, Agile, Scrum, SAFE, Lean, PRINCE, Waterfall

CERTIFICATIONS

- *ServiceNow Certified Systems Administrator (CSA)*
- *Micro-Certification - ITSM Professional – ServiceNow*
- *Micro-Certification - Integration Hub – ServiceNow*

- *Micro-Certification – CMDB – ServiceNow*
- *Micro-Certification - Virtual Agent – ServiceNow*
- *Micro-Certification -Flow Designer – ServiceNow*
- *Micro-Certification - Automated Test Framework*
- *Micro-Certification –Citizen Developer*
- *ITIL v3/v4 Foundation Certification since 2015*
- *CompTIA Network+*

PROFESSIONAL

TechEx Global- ServiceNow Business Process Consultant/ ITSM Lead **03/2024 - Present**
Translate customer requirements into stories and acceptance criteria.
Work with the development team to review technical requirements and design approach.
Test APIs and help integration partners with proper setup. Writes and reviews system specifications, including output requirements, flow charts and technical diagrams. Analyze the root cause and suggest solutions and apply knowledge of ServiceNow to design solutions that meet or exceed requirements, support the technical team.

Tech Mahindra/ AT&T Fiber Project – Sr. Technical Business Analyst   Telco/TNI
         06/2022 – 03/2024

Analyze, translate, and communicate business requirements back to development team through detailed flow charts, diagrams, prototypes, use cases, and user stories, developing in ITSM, TSM and CSM Module
Accountable for highly effective verbal and written communication within the effort (project team, stakeholders, and sponsors), and with leadership
Apply knowledge of ServiceNow to design solutions that meet or exceed requirements, support the technical team deployment of Telecom Module and integrate best practices for ITSM TNI business process.
Work closely with the ServiceNow Architect, identify ways to reduce implementation efforts confirm scope, for new Giga Power new Corp launch.
Perform assessments and listen to internal customers to understand and anticipate their business needs and determine their priorities in the context of the overall enterprise and strategy.
Manages a lifecycle of projects through requirement creation, design, Sprint management, UAT, Cutover and hyper care.
Create use cases from business requirements and review current business processes and demonstrate how they can be improved using ServiceNow.

SCITES ARMY PRIME TECH- US SOUTHERN COMMAND- Service Now Sr. Business Analyst   **01/2022 – 06/2022**

Responsible for completion of requirements gathering, Analyze and review business, technical and functional requirements. Write detailed specifications of user requirements, business processes and procedures required to develop and implement software. Document functional business requirements, process flow diagrams, and business use cases. Facilitate UAT with business stakeholders and conduct necessary triaging of UAT defects.
Assist technology team in design of systems as per user specifications.

Info Center   **Service Mapping/ Business Analyst Consultant – Remote**
         04/2021 – 01/2022

Develop, configure, and improve core and custom applications and work directly with end users to resolve support issues. Service Mapping duties along with Discovery Scheduling, deployment of critical business services along to requirements gathering BA work. Work on project task stories for ITOM infrastructure and business application lifecycle planning. Configuring MID Servers and design populate CMDB reconciliation processes.

FPL/NextEra Energy via Gravity IT Resources-   **ServiceNow Technical Analyst – Juno Beach**
         04/2020 – 02/2021

Enterprise level planning, process building with ITIL framework. Implementation and integration of ITSM, ITOM and maintenance of CMDB processes.
Develop, configure, and improve core and custom applications and work directly with end users to resolve support issues.
Maintaining a Defect list as functional testing is performed and UAT testing by the client.
Facilitation of train the trainer sessions.
Contributing to the evolution of product roadmaps through investigative methods in customer needs, industry direction, legislative   consideration incorporates new features and functionality by ServiceNow.

JM Family Enterprises – ServiceNow CMDB Manager – Deerfield Beach, FL 12/2019 – 04/2020

Conduct Discovery, CMDB data modeling, pattern design and CI planning enterprise level CMDB and configuring MID Servers and design populate CMDB reconciliation processes.
Develop, configure, and improve core and custom applications and work directly with end users to resolve support issues. Administration of ServiceNow platform, including issue and performance mitigation, health checks, etc.

PwC-Global (Remote) ServiceNow IT Business Analyst Consultant (CMDB) – Tampa FL   01/2019 - 10/2019

Implement and enhance ServiceNow platform and modules per business requirements.
Support business processes in the platform by conducting integration task.
Identifying business requirements, requirements management, functional design, prototyping, process design (including scenario design, flow mapping), testing, training, defining support procedures and supporting implementations.
Troubleshooting issues, identification of data integrity issues, data analysis and process flows for process improvement opportunities.
Conducted Discovery of global PwC Business Services top down, CMDB Querying for large enterprise level CMDB and configuring MID Servers.

C4 Planning/US ARMY SOUTHERN COMMAND DOD – Sr. ServiceNow Admin / BPC 10/2016 - 11/ 2018

Implement and enhance Service Now platform and modules per business requirements.
Complete development, configuration, and workflow administration to support business processes in the platform.
Provide daily operational support and maintenance including planned maintenance outages.
Collect, consolidate, and analyze service metrics to facilitate decision making related to service improvements.
Conduct unit testing and install new modules, releases, and version upgrades.
Actively managed the life cycle of the platform. Address challenges of systems integration, compatibility, and multiple platform integration. Administer the ServiceNow platform across multiple business units.
Monitor and fine tune application to achieve optimum performance levels.
Configuration of Service Catalog and building catalog items through Record Producer with associated variables & variable sets.
Monitoring the progress of known errors resolution and advising incident management staff on workarounds for incidents and problems.
Development of the upgrade project management plan/ post-upgrade user acceptance testing and validation.

SRR INTERNATIONAL – Sr. ServiceNow Admin – Riviera Beach Fl 07/2016 - 10/2016

Providing customization of client's ServiceNow implementations, assisting with ServiceNow application developing custom scripting implementations.

Responding to technical and ServiceNow application configuration queries.

Facilitating and managing application and module rollout.

Perform assessments and listen to internal customers to understand and anticipate their business needs and determine their priorities in the context of the overall enterprise and strategy.

Coding in JavaScript

Performs exceptionally in high pressure situations for DoD Army mission critical operations while at US Southern Command. Advance troubleshooting skills, demonstrates ability to collaborate cross-functionally with teams in a fast-paced changing dynamic   business environment.

Promoted to Project Lead for SCCM Migration Team in Mexico City and was able to minimize business impact despite technical challenges.

Received EchoStar commencement medal for successful launch of new satellite for IPTV services

Schedule and conduct meetings and provide weekly updates to key stakeholders and cross-functional teams on status of project milestones, risks, and issues.

ServiceNow Now Learning Online Training – Micro Certifications / Knowledge Conference Training
- **Google Generative Ai Certification**
- **Udemy Cert of Completion ServiceNow Coursework, TMF Forum API Training**
- **Axelos ITILv 3 and v4 coursework.**
- **Tech Skills IT Institute – Cisco Certification Program**
- **American Intercontinental University Atlanta, Georgia/London England- Bachelor's in Broadcast Technology**
- **Career Institute School of Arts – AA Degree in Media Communications Technology.**