

# David Mills, IRM/GRC Implementation Specialist

## ServiceNow | Archer | Risk Management | GRC Integrations

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### Education

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- MS, CyberSecurity Risk and Strategy, New York University
- BS, Computer Information Systems, University of South Carolina
- Veteran, United States Air Force

### Certifications

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- ServiceNow Certified System Administrator (CSA)
- ServiceNow Certified Application Developer (CIS-CAD)
- ServiceNow Certified Implementation Specialist – Risk and Compliance (CIS-RC)
- ServiceNow Certified Implementation Specialist – IT Service Management (CIS-ITSM)

### Professional Summary

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Dedicated and knowledgeable ServiceNow IRM Implementation Specialist with 14 years of experience in designing, configuring, and deploying integrated risk management solutions using ServiceNow and Archer GRC. A Hands-On Technical Lead with extensive experience in leading and executing complex integrated risk management solutions.

Strong background in systems integration, API development, and scripting proven expertise in orchestrating end-to-end implementation of ServiceNow IRM modules. Excels in designing and deploying custom scripts to enhance functionality and automate processes, significantly improving efficiency and user experience.

A collaborative leader and communicator, experienced in guiding cross-functional teams and liaising with stakeholders to drive successful project outcomes.

### Industry Expertise

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|-----------------------------------|---------------------------------------|
| • Systems Integrations            | • Risk Management Frameworks          |
| • API Development and Management  | • Compliance and Regulatory Knowledge |
| • Scripting and Automation        | • Data Analysis and Reporting         |
| • Custom Workflow/Flow Designer   | • Project Management                  |
| • Project Management              | • Training and User Support           |
| • Security and Privacy Principles | • Business Process Analysis           |
| • Change Management               | • Stakeholder Engagement              |

### ServiceNow Expertise

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| • Policy and Compliance Management           | • Script Includes / Custom Scripts          |
| • Advanced/Classic Risk Management           | • Flow Designer / Workflow Editor           |
| • Advanced/Classic Audit Management          | • Business Rules / UI Actions / UI Policies |
| • Business Continuity Management             | • OMB A-123 (Custom Federal)                |
| • Vendor Risk Management                     | • Dynamic PDF Generation                    |
| • Issues Management                          | • Application Modules/Menus                 |
| • GRC Metrics (ESG)                          | • Service Portal / Employee Center          |
| • Entities, Entity Types, and Entity Classes | • UI Builder / Workspaces                   |

## Professional Experience

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### **TMG Technology – (March 2023 – Present)**

#### Implementation Specialist

- IRM/GRC Consultant with expertise in Integrated Risk Management Implementations.
- Specialize in third-party application integration using Integration Hub spokes, REST/SOAP APIs, and Scripted Rest APIs.
- Experience in oil and gas, finance, telecom, transportation, and Federal Agencies.

### **Deloitte & Touche – (2015 – March 2023)**

#### Specialist Leader / Technical Lead (Hands On)

- Lead the implementation of ServiceNow IRM modules for various clients, focusing on risk management, compliance, audit management, and policy and procedure management. Managed onshore and offshore teams for global engagements.
- Conduct requirement gathering sessions, document functional specifications, and design workflows that align with client objectives.
- Configure and customize ServiceNow IRM applications including risk, policy, compliance, and audit modules.
- Integrate ServiceNow IRM solutions with other enterprise systems using API connections and middleware.
- Deliver training and support to end-users, ensuring a smooth transition and effective adoption of the implemented solutions.
- Collaborate with cross-functional teams to ensure project delivery within timeline and budget.

### **RSA Archer – (2013 – 2015)**

#### GRC Implementation / Integrations Consultant

- Integrated various systems with RSA Archer using Web APIs, Data Feeds, databases connectors (MySQL, SQL Server, Oracle), CSV files, and XML data files. Analyzed database tables and created efficient SQL scripts to translate and populated data needed for Application records.

### **TIAA-CREF – (2012 – 2013)**

#### Systems Developer

- Integrated CMDB and third-party tools with the RSA Archer GRC suite. Worked closely with clients to determine the business needs in alignment with capabilities of the system. Mitigated risk factors through careful analysis of project timelines and projections. Anticipated and managed change effectively in rapidly evolving environments.

### **The Vanguard Group – (2009 – 2012)**

#### Full Stack Developer

- Participated in team design and implementation of standard framework.
- Designed and implemented framework for dynamic document generation using HP Exstream Dialogue.
- Facelets, JavaScript, AJAX, and XML/XSL.
- Coordinated with business product owners for major site modifications and enhancements. Provided technical support for usability issues and critical site problems, as needed.