

[vicodaji@gmail.com](mailto:vicodaji@gmail.com)

8324263513

## Skills

- Technical Support
- ServiceNow
- ITSM Suite, ITIL
- Business Rules
- Client Script, UI Policies, Script Includes, Catalogs, Reports, Dashboards, CMDB and Integrations etc.
- MS SQL, MySQL.
- Scripting Languages  
Java script, HTML
- Disaster Recovery Procedures
- System Upgrades
- Business Analyst
- Computer Systems Installation
- Performance Improvements
- Troubleshooting and Diagnosis
- Effective Communication
- Technical Troubleshooting
- Team Collaboration
- Script Writing
- Project Management
- Software Management
- System Testing
- User Support
- Database Configuration
- Coding
- End-User Training
- SDLC Processes
- SOAP and RESTful Web Services
- Test Development
- CRM Software
- Testing and Debugging
- Javascript
- ITSM  
ITBM  
CSM  
Virtual Agent  
Mobile App  
GRC/IRM  
Workflows/flows  
Inbound Actions  
Domain Separation

# Victoria Anthony

## Summary

Highly Skilled and result-driven ServiceNow Administrator passionate about creating cutting-edge products for various software development Industries with a strong work ethic and dedication to quality assurance. Proficient in delivering successful module implementations with an exceptional track record of achieving 95% requirement satisfaction and 90% adoption rates. Recognized for driving an impressive 98% user satisfaction rate through efficient configuration of workflows, business rules, and UI policies. Experienced in identifying and implementing process improvements, resulting in a remarkable 20% increase in efficiency.

Adept at working with teams or independently in fast-paced settings. Seasoned and proven Agile IT Project Management leader with extensive experience in IT infrastructure management including IT Service Management, IT Operations Management & IT Business Management. Excel at fostering seamless communication across diverse cultures and languages, ensuring effective collaboration and understanding among teams.

## Career Highlight

- Conduct regular audits and reviews of module data to identify and resolve data inconsistencies and discrepancies, resulting in a 99% data accuracy rate.
- **User access management**( i.e creating groups, users and giving permissions) Access Controls (ACLS)
- **Platform Configuration:** I Configure and customize the ServiceNow platform to meet the organization's needs. By creating and modifying tables, fields, business rules, UI policies, workflows, and other platform elements.
- **User Management:** I Manage user access and permissions, creating and updating user accounts, defining roles and access controls, and ensuring proper authentication mechanisms.
- **Incident and Problem Management:** I Oversee the incident and problem management processes . This includes managing incident records, tracking problem investigations, and working to resolve issues efficiently.
- **Change Management:** I Handle change management activities within ServiceNow, such as tracking changes, evaluating risks, and ensuring proper approvals before implementing changes to the platform.
- **Service Catalog Management:** I Maintain the Service Catalog, which involves creating and updating service offerings, managing

## Education And Training

**Bachelor of Science:**  
Computer Science  
**Estam University**

## Certifications

- PSM 1 - Professional Scrum Master - Scrum.org
- SASM
- Safe Agilist
- ServiceNow Certified Application Developer CAD certified cert no: 25301745
- Certified System Administrator CSA 25300874
- ITIL V4

workflows for service requests, and ensuring our service delivery meets the defined Service Level Agreements (SLAs).

- **Reporting and Analytics:** I Create and maintain reports from our CMDB dashboards, and data visualizations to help provide insights into our platform's performance and usage. Monitoring key performance indicators (KPIs) to identify areas for improvement.
- **Integration Management:** I work closely with the Dev and QA team to Integrate ServiceNow with other systems and applications to enable seamless data flow and automation between different platforms.
- **System Upgrades and Patches:** I also Manage our platform upgrades and applying patches to ensure the system is up-to-date with the latest features and security fixes.
- **Security and Compliance:** I Implement and maintain security best practices to protect sensitive data and ensure compliance with relevant regulations and standards.
- **Documentation and Training:** I Create and update documentation for system processes, configurations, and troubleshooting procedures. Providing training to end-users and other stakeholders on how to use the ServiceNow platform effectively.
- **Problem Resolution:** Investigating and resolving issues and incidents related to the ServiceNow platform. This may involve troubleshooting technical problems, identifying root causes, and implementing solutions.
- **Continuous Improvement:** Proactively identifying opportunities for process improvements and optimizations within the ServiceNow environment.
- **Vendor Management:** Interacting with ServiceNow vendors for support, licensing, and other related issues.
- Deployed updates to existing system configurations or new modules to ensure optimal performance of the application.

## Experience

**ECI - ServiceNow Administrator/ Developer**

**Fort Worth TX - 03/2021 - Current**

- Analyzed user feedbacks and identified areas where further improvement could be done in order to enhance user experience.
- Design new Workflows and Flow Designers according to business requirements.
- Experience on creation of Catalog items, Record Producers and Order Guides.
- ServiceNow - Web service integration (inbound and outbound) with third party application using REST API.
- Understand the use of IT Service Management (ITSM) and the ITIL business process. Maintain Service Level Agreement (SLA) and monitor an SLA workflow.

- Experience in customize the form layouts and List layouts as per the business needs.
- Foundation user data load using import sets and transform maps.
- Experience in creation of dashboards using Performance Analytics.
- Configuration of Email Notification, scheduled jobs for approval escalations.
- Hands on experience in using existing methods and procedures to create possible solutions to moderately complex problems.
- Working with schedule jobs, events and triggers to manage business needs and handle background work.
- Create an Access Control List (ACL). Use of scripting tools and ServiceNow functionality to create script to automate routine tasks being done in ServiceNow.
- Utilized JavaScript to deliver solutions that automate and audit business processes using UI Policy, Client Script, UI Action, and Business Rules.
- Configured multiple Catalog Items Front-end web/GUI components using JavaScript, CSS, and HTML5.
- Designed many email templates by using HTML, XML and used them in notifications.
- Working knowledge on Java Script, Angular JS, CSS, HTML,

**Wellsfargo - ServiceNow Administrator/Developer**  
**Durham, NC - 04/2020 - 02/2021**

- Provided training and product support for other members of sales team.
- Maintained documentation on all changes made in the system for future reference purposes.
- Customize of form design and layout for Incident Management, Problem Management and Change Management.
- Design and implement new functionality using Business Rules, Script includes, Client Scripts, UI Policies, and UI Actions etc.
- Write script API's Glide Forms, Glide Records, Scratchpad, AJAX and Glide System used in UI Actions, Business Rules, Client Scripts.
- Creation of Flow Designers and Execution plans for the catalog items.
- Configuration of Email Notification, scheduled jobs for approval escalations.
- Worked on Implementation, Integrations and Configuration of different modules of ServiceNow.
- Worked on transform maps, data sources and different transform scripts for data loads and management.
- Customizing the forms and Lists of Incident, Change and Problem Management tables.
- Working on building Catalog items, Order Guides and Record producers.
- Creating SLAs and participated in running SLAs and responsible for closing successfully.

- Moving Update sets from one environment to another environment.
- Creating Knowledge articles to document the steps in creating catalog items.
- Writing Client scripts and Business rules to extend the functionality of existing system.
- Creation of catalog Items with Variables and Variable sets.
- Involved in Incident Reporting and Change reports to track process of repairs and determine the current quality of the application.
- Performed integration of ServiceNow with other third party systems such as LDAP, SSO and Active Directory.
- Configured user roles and profiles, access control lists and data policies as per client's requirement.

#### **DomainTools - ServiceNow Business Analyst**

**4<sup>th</sup> Avenue, Seattle - 05/2018 - 04/2020**

- Provided guidance on software design principles, coding standards, best practices, techniques, methods and toolsets used in the development lifecycle process.
- Collaborated with stakeholders to define features, integrations and partnerships.
- collaborated with IT teams to define and implement CMDB integration with other ServiceNow modules and external systems, successfully delivering integrated solutions with a 90% integration success rate.
- Assisted in the development and maintenance of CMDB-related documentation, including data dictionaries, data models, and process documentation, ensuring comprehensive understanding and proper usage of the CMDB with 100% up-to-date documentation.
- Stayed updated with the latest CMDB features, functionalities, and industry best practices to suggest enhancements and improvements to the CMDB implementation in ServiceNow, keeping the CMDB implementation aligned with industry standards and best practices.
- Reviewed existing policies and procedures against industry standards for compliance purposes.
- Prepared documentation summarizing findings from stakeholder meetings and workshops.
- Coach Product owner to ensure user stories meet the INVEST criteria and support her to ensure that product backlog is healthy and ready for execution.
- Championed cultural change and collaborated with stakeholders to promote agile transformation across the organization.
- Maintained relevant metrics such as the cumulative flow diagram, cycle time, burndown chart and various other metrics to help the team monitor their performances.

#### **Novo Technology – Scrum Master**

**Modesto, CA - 02/2016 - 04/2018**

- Managed three Scrum teams working on building an application to make it easy for health systems to access the products and services they need to enhance patient care
- Partnered with the Executive Team, Department Managers, and other Key Stakeholders to align initiatives with overall business objectives.

- Provided teams with hands on training on how to perform the agile ceremonies and how to effectively utilize agile artefacts such as the product backlog, sprint backlog and increment.
- Helped teams established standard metrics to track progress and assess risk and recommend mitigation strategies for improvements
- Evangelized Agile as a strategic asset of culture and business value, inspiring teams in implementation of new tools, creative games and techniques including the ShuHaRi technique, The Bruce Tuckman's technique, 4 C's and various other techniques.
- Collaborated with my release train engineer to manage the agile release train and other teams.
- Worked closely with my release train engineer to facilitate the Safe ceremonies which includes Pi planning, system demo, inspect and adapt, retrospectives, agile release train synchronization and Organizing trainings.
- Conducted weekly retrospective for the program for qualitative and quantitative improvements as a result of agile coaching
- Acted as a servant leader between Business and Scrum Team to smoothly run the project and adhere to the release schedule for the application.