

LIAM ANDERSON

ServiceNow Consultant

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PROFESSIONAL SUMMARY

Dynamic ServiceNow Consultant with 7 years of experience in delivering innovative solutions. Expertise in aligning IT services with business needs, enhancing operational efficiency, and driving project success through effective stakeholder engagement.

WORK EXPERIENCE

ServiceNow Consultant Jan / 2020-Ongoing
Maple Leaf Consulting Toronto, ON

- 1. Led client engagements as Project Lead, ensuring timely completion of all ServiceNow deliverables.
- 2. Reviewed and approved client deliverables, ensuring alignment with business objectives.
- 3. Defined desired business outcomes and managed alignment to achieve project success.
- 4. Oversaw client deliverables, including approach documents and proposals, ensuring quality and accuracy.
- 5. Managed financials for client engagements, ensuring budget adherence and timely invoicing.
- 6. Facilitated workshops, preparing materials and co-leading discussions to gather requirements.
- 7. Collaborated with clients and architects to create user stories that capture business-level requirements.

ServiceNow Consultant Jan / 2018-Jan / 2020
Silver Lake Enterprises Seattle, WA

- 1. Expert in SaaS model implementation, enhancing service delivery capabilities.
- 2. Configured ACLs for user roles, ensuring secure access to ServiceNow functionalities.
- 3. Managed data within CMDB, import sets, and update sets for accurate configuration management.
- 4. Developed and maintained Service Catalog, Incident Management, and Change Management processes.
- 5. Created and optimized workflow activities and approval processes for efficiency.

EDUCATION

Bachelor of Science in Information Technology Jan / 2016 - Jan / 2018
University of California Santa Monica, CA

Focused on IT service management and software development methodologies.

SKILLS



INTERESTS

- Home Brewing
- Wildlife Conservation
- Running
- Public Speaking

STRENGTHS

- Sincerity
- Stability
- Stewardship
- Teamwork

LANGUAGES



ACHIEVEMENTS

- Streamlined incident resolution process, reducing average response time by 30%.
- Implemented ServiceNow solutions that improved service delivery efficiency by 25%.