GEORGE CRITTENDEN, JR.

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APPLICATION SUPPORT ENGINEER / SYSTEMS ADMINISTRATOR

ServiceNow-certified IT specialist with more than 15 years of multifaceted experience, including systems administration, enterprise networking, e-commerce, project management, & direct customer consultation throughout the full software life cycle. Proven ability to develop & customize operational procedures which enhance system applications. Quickly identify problem areas and implement effective solutions to improve systems operations. Key strengths include:

- Enterprise Networking
- Quality Assurance & Testing
- Training & Documentation

- Systems Management & Monitoring
- Systems Analysis
- Project Management

Professional Experience

Insight Global, Remote
IT Systems Consultant   03/25 – Present
Lead Administrator responsible for driving standardization & steering process improvement efforts within FBISD organization. Provide operational support & work reduction through automation in support of enterprise ITSM platform (IFS Assyst). Assemble platform feature enhancements, remediate defects, & diagnose infrastructure behaviors. Primary responsibilities entailed:

- Design process-specific platform solutions & enterprise integrations compliant with stakeholder requirements
- Coordinate requirements review with business & process leaders to ensure solution suitability for existing IT ecosystem
- Organize platform content in support of enterprise & End User data analysis (Reporting & Dashboards)
- Coordinate user access, system health checks, and platform reporting in alignment with stakeholder requirements
- Promote technical delivery across project execution lifecycle (Requirements, Design, Build, Test, Deploy, & Support)

ProSoDel, Remote
ServiceNow Developer   01/24 – Present
Provide application development & systems analysis for ServiceNow enterprise infrastructure within federal IT project operations (Veterans Administration). Develop ServiceNow feature enhancements, remediate defects, & implement infrastructure integrations as part of Agile development process. Primary responsibilities entailed:

- Design module-specific platform solutions (APM) & enterprise integrations compliant with stakeholder requirements
- Organize SDLC development tasks & testing of user-reported solution defects & feature enhancement requests
- Coordinate CMDB maintenance & Data Loads (via Integration Hub ETL, Import Sets & manual CI Bulk Edits)
- Publish feature summary documentation & training content videos for application end users & stakeholders
- Promote technical delivery across project execution lifecycle (Requirements, Design, Build, Test, Deploy, & Support)

TierPoint, Remote
Enterprise Architect   07/21 – 09/23
Establish approaches for integration of enterprise processes, data, & applications with the ServiceNow platform. Develop ServiceNow feature enhancements, remediate defects, & diagnose infrastructure integrations as part of Agile development process. Mentor resources to collaborate buildout of internal & external customer support on the platform. Primary responsibilities entailed:

- Integrate, develop, & grow the ServiceNow platform as operational process and data hub
- Configure & build technical solutions within ServiceNow which maximize reusability & create low technical debt
- Develop Service Portal Catalog Items & Record Producers compliant with stakeholder requirements
- Coordinate CMDB maintenance & Data Loads (via Integration Hub ETL, & Import Sets)
- Organize SDLC development tasks (Scrum Lead) & testing of user-reported solution defects & feature enhancement requests
- Advise organization stakeholders on ServiceNow platform best practices to create lasting value & enhanced experiences
- Coordinate requirements review with business & process leaders to ensure solution suitability for existing IT ecosystem

Hewlett Packard Enterprise, Remote
IT Operations Process Lead   10/20 – 07/21
Coordinate requirements gathering for system integrations, platform optimizations, and work reduction through automation. Develop ServiceNow feature enhancements, remediate defects, & diagnose infrastructure integrations as part of Agile development process. Help drive standardization & steer process improvement efforts. Primary responsibilities entailed:

- Design automated software and product upgrades, change management, and release management solutions
- Develop ServiceNow dashboards & reporting to aid troubleshooting & visualization of systems performance
- Coordinate CMDB maintenance & Data Loads (via Import Sets & manual CI Bulk Edits)
- Consolidate existing Catalog Items into bundled Order Guides to reflect simplified business processes
- Engage with development to test software for reliability and scale, ensuring minimal refactoring or changes
- Troubleshoot priority incidents, facilitate blameless post-mortems, and ensure permanent closure of incidents
- Organize SDLC development tasks (Scrum Lead) & testing of user-reported solution defects & feature enhancement requests

Leidos, Remote
ServiceNow Developer (Contract)   09/19 – 03/20
Provide application development & operational change management tasks for ServiceNow enterprise infrastructure to minimize customer outages and service impacts within federal IT project operations (DOD USAF). Develop ServiceNow feature enhancements, remediate defects, & implement infrastructure integrations as part of Agile development process. Primary responsibilities entailed:

- Organize SDLC development tasks (JIRA) & testing of user-reported solution defects & feature enhancement requests
- Coordinate application release deployments for self-hosted ServiceNow ITSM implementation (J2EE/Apache/Tomcat)
- Organize CMDB maintenance & Data Loads (via Import Sets & manual CI Bulk Edits)
- Develop Service Portal Catalog Items & Record Producers compliant with stakeholder requirements
- Align change management scheduling of systems maintenance, enhancements, & vendor fixes into production environments
- Publish feature summary documentation & training content videos for application end users & stakeholders
- Promote technical delivery across project execution lifecycle (Requirements, Design, Build, Test, Deploy, & Support)

AIG, Houston, TX
Sr. Application Administrator   05/15 – 03/19
Provide 24/7 enterprise application support & operational change management to minimize customer outages and service impacts. Lead Application Administrator responsible for monitoring core infrastructure services & coordinating resolution of global break fix issues aligned within AIG Global Services organization. Primary responsibilities entailed:

- Coordinate application management & monitoring for self-hosted ServiceNow ITSM implementation (J2EE/Apache/Tomcat)
- Organize CMDB maintenance & Data Loads (via Discovery, Integration Hub ETL, Import Sets, or manual CI Bulk Edits)
- Align Discovery schedule automation & patterns to populate CMDB content per stakeholder requirements
- Construct Service Portal Catalog Items & Record Producers compliant with stakeholder requirements
- Systems administration activities for production server systems (RH Linux, AIX, Solaris, & Windows)
- Contribute to Continuous Improvement processes & procedures including automation and documentation
- Customize SQL updates for production databases (Oracle, SQL Server, MySQL) relevant to ITSM operations

JPMORGAN CHASE, Houston, TX
Lead Engineer   03/14 – 05/15
Provide 24/7 systems support & enterprise infrastructure management designed to minimize customer outages and service impacts. Lead team of 10+ System Engineers responsible for monitoring core infrastructure services & resolving global break fix issues aligned within CCB CTO organization including Distributed, Storage, Mainframe, & Batch operations. Primary responsibilities entailed:

- Coordinate systems administration activities for production enterprise J2EE systems (WebSphere/Apache/Tomcat)
- Validate application performance & SLA compliance via vendor tools & custom instrumentation (Tivoli/SPLUNK/log analysis)
- Manage application-centric data center network service activations and suspensions (Cisco ANM/AppViewX)
- Coordinate workflow tuning for proprietary BPM applications [Pega Rules Process Commander (PRPC) framework]
- Coordinate systems tuning for enterprise monitoring: (Tivoli, Netcool) & batch operations: (Control-M / Autosys / ITPAM)

MD ANDERSON CANCER CENTER, Houston, TX
Application Systems Analyst (Contract)   06/12 – 03/14
Provide technical design, testing and system documentation for ICD-10 system remediation effort for the MedAptus application. MedAptus is a revenue capture application that enables physicians to review, document and submit patient & laboratory medical billing charges. Primary responsibilities entailed:

- Coordinate enterprise connectivity (HL7) and application data flow details according to system design documents.
- Align change management scheduling of systems maintenance (SCCM) & vendor fixes into production & test environments.
- Use SDLC processes to organize testing (20 systems) according to product specifications and design documents.
- Customize SQL test queries to validate SQL Server database connectivity & medical encounter report outputs.

JPMORGAN CHASE, Houston, TX
Support Engineer (Contract)   05/11 – 03/12
Provide 24/7 systems support & enterprise infrastructure management designed to minimize customer outages and service impacts. Responsible for monitoring core infrastructure services & resolving global break fix issues aligned within GTI GSO organization including Distributed, Network, Storage, and Batch. Primary responsibilities entailed:

- Systems administration for production server systems (Windows, Solaris, AIX, & RH Linux).
- Validate enterprise data archival & restores: (NetBackup) & review iSCSI instrumentation output for SAN operations.
- Manage operation of enterprise network devices (routers, switches) & telecommunication data circuits (T1, Frame Relay).
- Coordinate VLAN configurations & Cisco VOIP phone operations for retail branch network
- Coordinate systems tuning for enterprise monitoring: (Tivoli, Netcool) & batch operations: (Control-M / Autosys).

WELLS FARGO, Houston, TX
Application Systems Engineer (Contract)   08/10 – 05/11
Provide application testing & software technical support for image payment processing operations (ImageMark Transaction Manager) used to verify banking transaction integrity for UNIX & Windows platforms. Primary responsibilities entailed:

- Troubleshoot & debug ImageMark application failures on enterprise Windows & Unix systems.
- Validate test data preparation & review test program debugging instrumentation output.
- Systems administration for lab systems used for QA & unit-testing of product maintenance (Windows, Solaris, & Linux).
- Coordinate SQL updates for Sybase databases relevant to balancing integrity for banking transaction processing.

EDUCATION

UNIVERSITY OF HOUSTON-CLEAR LAKE, Houston, TX
- Master of Business Administration, Business Administration (MBA)
- Master of Science, Management Information Systems (MIS)

PRAIRIE VIEW A&M UNIVERSITY, Prairie View, TX
- Bachelor of Science, Electrical Engineering

CERTIFICATIONS

ServiceNow Certified System Administrator (Candidate ID: 21205636)   2020
Advanced training detailing the configuration, implementation, and maintenance of the ServiceNow ITSM platform solution.

CompTIA Security+ (Candidate ID: COMP001021577038)   2019
Enterprise IT security training in operations troubleshooting & best practice techniques for risk management, risk mitigation, threat management, & intrusion detection.

Cisco CCNP Certification (Cisco Certified Network Professional ; Cisco ID: CSCO11648470)   2009
Advanced training in diagnostics & resolution strategies for Cisco-based Wide Area Networks.
Configuration management training for Cisco routers & switches in multi-protocol networks.

IBM Enterprise Server Certificate Program   2007
Training in systems operation techniques through the usage of TSO, ISPF, JES, & SDSF on enterprise mainframe systems. Administrative scope included assembly programming, COBOL coding, & JCL batch programming procedures for z/OS systems environments.

TECHNICAL PROFICIENCIES

ServiceNow: ITSM, ITOM, CSM, APM, Event Management, Knowledge Management, Now Mobile, WSD (Workplace Service Delivery)
System Administration: HP-UX (10.x, 11.x), Solaris (8, 9, 10), AIX (4.2, 5.3, 6.1), Linux (6.2, 7.2, 9), Netware (3.x, 4.x), Windows 2012
Operating Systems: Set-Up & Configuration (UNIX, Linux, z/OS, Windows, OS/2, Cisco IOS)
Programming: SQL, PL/SQL, HTML, JavaScript, ASP, PERL, Shell scripts, Visual Basic, C, Java, JCL, C#, VB.Net. Python
Miscellaneous Skills: ITIL Service Management, Change Management, Project Management (SDLC), MS Office, MS Project,
                         MS Visio, MS SQL Server, Oracle, Sybase, SharePoint, VMWare ESX (2.x, 3.x, 4.x), Citrix, BMC PATROL,
                         HP OpenView (OVO, NNM), SolarWinds, IBM Tivoli, Cisco Works, Cisco CallManager (VOIP), Microsoft SCOM, NetCool,
                         Nagios, TCP/IP, ODBC, SNMP, HTML, JavaScript, ASP, VbScript, J2EE (IBM WebSphere 5.x, 6.x, 7.x, 8.x), Oracle
                         WebLogic (8.x, 9.x, 10.x), Apache/Tomcat, ImageMark TM, Rational ClearQuest, Netview, Control-M, Autosys,
                         NetBackup (5.x, 6.x, 7.x), Peregrine, Remedy, AccuRev, JIRA, MedAptus, Cisco ANM, AppViewX, ITPAM, Pega PRPC,
                         ServiceNow, Courion, Nimsoft, Tableau, Brightfin