

**Summary** Frank leads our IT Service Management team as an analytical problem-solver skilled in planning and implementing ITIL best practice solutions to meet customer needs with Service Catalog, Request, Incident, Configuration Management Database (CMDB), Change / Asset / Knowledge Management, Reporting, Performance Analytics, Service Portal and Surveys.



Clients benefit from Frank's 15+ years experience assessing, implementing and sustaining transformative business strategies. Frank's experience spans industry (healthcare, medical device, consumer packaged goods, financial services, security) and consulting.

**Consulting Areas**

- IT Service Management systems
  - Employee on/off-board
  - CAB workbench
- Business & IT Alignment
- Configuration Items
- Knowledge Base
- Asset Management
  - IT Hardware, Software
  - Lab, Facilities

**Expertise**

- ServiceNow System Administration
  - Advanced Reporting
  - Performance Analytics
- ITIL Foundation
- IT Endpoint Remediation
- FDA 21 CFR Part 11
- Agile Scrum Master
- IT and Non-IT process workflows, procedures and technical standards

**Industry Verticals Served**

High Tech, Consumer Packaged Goods, Medical Device, Biopharma & Life Sciences, Software, Financial Services, Security, Construction, Manufacturing, Municipal, Defense Sectors

**Representative Experiences**

- **IT - ServiceNow Product Manager** – Responsible for defining product direction within IT Infrastructure Global End User Services. Lead all product and technical aspects of team deliverables including service level agreement benchmarks, meantime to resolution, quality, performance, maintainability, and scalability. Successfully upgraded from London to New York release with 95% health check score.
- **System Administrator** – Pivotal team member for a 12-week ServiceNow ITSM implementation to digitalize hypergrowth transformation within AMER/EMEA/APAC service desk environment. Acted on behalf of JUUL as day to day project participant with KPMG systems integration team. Lead UAT and Agile scrum tasks during implementation. Provided global mentoring and user training.
- **Engagement Manager** – Lead customer-facing project management for ServiceNow ITSM implementations (request, incident, change, problem, major incident, knowledge, service portal), ManageEngine/Okta/SFDC integrations, HRSD, SAM Pro, CSM, hardware asset management and Security Operations.
- **ServiceNow System Administrator - Senior Systems/Business Analyst** – Maintained 99.9% production uptime, defined business processes, performed gap analyses, training documentation and upgrade to Jakarta release. Delivered 25% turnaround improvement for Lab maintenance by leveraging automation.



**Recent Clients**

JUUL, Snowflake, TRAX International, Technology Credit Union, (ISC)2, City of Oakland, Fremont Bank, Xilinx

**Past Employers**

JUUL, Genomic Health, QUMAS, Santen Pharmaceuticals, Amgen, Jazz Pharmaceuticals

**Education, Training & Certifications**

B.A., International Relations, University of California at Davis  
ServiceNow Certified System Administration (Orlando delta)  
ServiceNow Micro-Certification - Performance Analytics