**JAIME PRICE**

**Dallas, TX • +1 267 368 1847 • iamjaime458@gmail.com**

**SKILLS**

* **ServiceNow Development:** Incident Management, Problem Management, Change Management, Knowledge Management, Service Catalog Management, CMDB
* **IT Support:** User Support, Network Management, Server Administration, IT Security
* **Technical Skills:** JavaScript, GlideAPIs, PowerPoint, Word, Agile Methodology
* **Reporting & Analytics:** Dashboard Reporting, Excel, Report
* **Soft Skills:** Problem-Solving, Project Management, Continuous Improvement, Communication, Team Collaboration, Adaptability, Attention to Detail, Customer Focus, Leadership, Organizational Skills

**PROFESSIONAL EXPERIENCE**

**Temmitek Consulting Institute Oct 2023 – Present**

ServiceNow Admin Internship/Training

* Facilitated training sessions for over 30 students, leading to a 95% satisfaction rate in ServiceNow adoption.
* Developed training materials and user guides that improved efficiency and reduced learning time by 20%.
* Assisted in the technical design and documentation of training modules, ensuring alignment with organizational goals.
* Understood the core concepts of ServiceNow, its role in IT Service Management, and its impact on organizational efficiency.
* Collaborated with the team to configure forms using the Form Designer, ensuring user-friendly and efficient data entry.
* Topics on: ServiceNow Application Ecosystem, Incident, Problem, Change Management Life Cycle, User Interface, Forms, Formatters, List, Plugins, Tables, User Administration, UI Policies, Data Policies, Metrics, Related Lists, Service Level Management, Import Sets, Update Sets, Service Catalog, Workflows, Email Notification, UI Actions, Business Rule, Access Control List, Reports, Knowledge Management, GlideAPI, JavaScript, & Client Script.

**Baylor Scott & White Health, Dallas, TX Jan 2021 - Sep 2023**

**IT Support Specialist**

* Provided comprehensive IT support to ensure seamless operations, resulting in a 15% increase in system uptime.
* Analyzed and resolved technical issues, reducing response time by 30% through streamlined processes.
* Effectively administered over one thousand active users utilizing Microsoft O365, ensuring smooth user experience and troubleshooting any arising issues.
* Maintained meticulous records of IT assets, including inventory management, and asset allocation.

**Cheesecake Factory Inc ., Dallas, TX Jun 2018 – Dec 2020**

**Product Marketing Specialist**

* Exceeded sales by 22% by effectively applying analyzed data to marketing campaigns and sharing data across company departments.
* Attended to all incident tickets created in the organization and routed them to the appropriate department for resolution.
* Delivered customer service through multiple channels including human, digital, self-service, and automated.
* Researched various development issues and proposed solutions to meet project objectives while staying within budgets and timeline constraints.

**EDUCATION**

Bachelor of Science (BSc) - Mathematics | West Chester University of Pennsylvania | May 2016.

**CERTIFICATIONS**

* ServiceNow Certified System Administrator (CSA)
* **Agile Development and Test Management** *(certified)*
* **Performance Analytics** *(certified)*
* **Predictive Intelligence** *(certified)*
* **Virtual Agent** *(certified)*
* **Flow Designer** *(certified)*
* **Configure the CMDB** *(certified)*