STEPHEN SCOTT

scotts3003@hotmail.com
Houston, TX 77088

Summary

Analytical and detail-oriented professional with over 20 years of experience in data analysis, process improvement, and reporting.

A ServiceNow professional with over 10 years of technical experience, 8 years of platform experience providing instance maintenance, security, troubleshooting, upgrading, and performance optimization, including 5 years of operations/triage support.

5 years of experience in IT Asset Management implementing and managing the full lifecycle of IT assets from procurement through disposal.

Experience

ITAM Consultant/ServiceNow Business Analyst

CASKNX, LLC   04/2024 – 05/2025

- Performed a detailed analysis of existing ITAM policies/procedures to identify gaps, inconsistencies, and areas for improvement.
- Identified and engaged key stakeholders to gather input and feedback on current policies/procedures.
- Researched best practices and benchmarks against industry standards to inform policy revisions.
- Created ITAM dashboard containing reports and modules to monitor defined metrics and KPIs.

ServiceNow CMDB & Discovery Analyst

JACK HENRY & ASSOCIATES   03/2024 – 04/2024

- Performed regular audits and reconciliations of CMDB data.
- Maintained and updated the CMDB to ensure data accuracy and integrity.
- Collaborated with IT and business teams to gather and document configuration item (CI) requirements.
- Supported IT service management processes, including incident, problem, and change management.

IT Asset Administrator

MILLENIUM SOFTWARE   04/2023 - 09/2023

- Supported and coordinated all aspects of the asset management lifecycle including shipping/receiving, imaging, asset tagging, inventory management, IT repository management, and disposal.
- Drafted policies and procedures for all aspects of the ITAM lifecycle, including hardware and software, to provide governance and ensure financial integrity.
- Updated/configured the IT Asset Repository with asset status (assigned, procured, deployed, etc.), to ensure accurate asset tracking and inventory.
- Coordinated hardware reconciliation and disposal process with various support teams to support financial integrity and accurate inventory.

ServiceNow System Administrator

IRONARCH TECHNOLOGY/ALLINSOLUTIONS   12/2018 - 04/2023

- Provided monitoring, management, and troubleshooting of the ServiceNow production environment to ensure platform health, availability, and operational integrity.
- Provided daily ITSM Support queue monitoring to identify and solve technical issues and platform defects.

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- Participated in daily scrum and agile meetings with product owners and developers to coordinate and lead weekly production releases and updates to increase platform efficiency and adoption.
- Controlled system access via user, group, and role management to ensure proper platform security.
- Assisted with upgrades and production cloning to ensure platform availability to support client needs.
- Created dashboards and reports including metrics, KPIs, and data points to support data-driven decision-making.
- Partnered with developers and business analysts to identify and document enhancements and defects via user stories to ensure platform capabilities were optimized.

IT Asset Manager

CENTERPOINT ENERGY   08/2018 - 12/2018
- Conducted a preliminary assessment of existing policies/procedures to identify areas requiring review.
- Developed an implementation plan, including training and communication strategies to ensure smooth adoption of new policies.
- Created and implemented procedures as required for tracking hardware and software to oversee quality control, execute financial analysis, and develop financial modules.

IT Asset Management Specialist

HESS CORP   06/2014 - 03/2018
- Assisted with implementing a new ServiceNow-based Support and Maintenance Portal for all IT support and maintenance contracts (Hardware, Software, Services, etc.).
- Analyzed business and user needs, documented requirements, and implemented or revised new processes to improve the efficiencies in Hardware and Software asset management.
- Identified and reported areas of opportunity to consolidate vendors and co-term support and maintenance renewals for better management, risk reduction, and increased cost savings.

Skills

ServiceNow, Incident Management, Change Management, Release Management, Knowledge Management, Service Catalog, Asset Management, Microsoft Office, Active Directory, Absolute, CMDB, UAT Testing, Business Analysis, Reporting, User Stories

Education

Computer Engineering Technology, B.S.

University of Houston • Houston, TX   12/2000

Certifications

ServiceNow: CIS - Hardware Asset Management, CIS - Software Asset Management, ServiceNow Certified System Administrator
IAITAM: CAMP, CHAMP, CSAM, CMAM, CITAD, CITAM
ITIL v3

Links

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ServiceNow Profile: @scotts3003961912