| Samantha Smith Santa Fe, NM ✪ USA CERTIFICATIONS  * ServiceNow Certified System Administrator (CSA) * ServiceNow Certified Implementation Specialist - IT Service Management (CIS-ITSM) * ServiceNow Certified Implementation Specialist - Customer Service Management * ITIL Foundations v4 * SCRUM Product Owner (CSPO) * ServiceNow Flow Designer Micro Certification * ServiceNow Service Portal Micro Certification * ServiceNow Performance Analytics Micro Certification  EXPERIENCEINRY/cprime — *Senior Consultant*May 2025 - Current  * Consulted on ITSM implementation for first time ServiceNow users, guiding them on best practice and process changes.  CDW — *ServiceNow Product Owner*May 2022 - April 2025  * Lead the design for a new ServiceNow implementation that combines two existing ServiceNow instances into a new CSM out of box implementation. * Identify and document custom applications for the new ServiceNow implementation. * Set strategic ServiceNow vision and roadmap for the Managed Services organization. * Research trends within the business sector to maintain and improve functionality. * Strategic management of backlog work between cross-functional teams to align product execution with organization goals. * Oversee the product backlog, ensuring clarity, prioritization, and alignment with development team capabilities. * Create KPIs based on business cases and development cost to create a measurable ROI. * Perform system and process based audits based on measurable, quantitative data to identify opportunities for improvement proactively.  CDW — *Knowledge Manager*March 2021 - May 2022  * Analyze support data to deliver improved documentation to improve customer support. * Develop quality documentation such as requirement specification, user guides, and use cases. * Run sentiment analysis to determine the best path forward to combine disparate data sources.  CDM Smith — *Business Analyst*March 2016 - February 2021  * Translate business requirements into developer plans and documents. * Develop custom code. * Implement the out of box Change module. * Update MID Server connections and functionality. * Create, distribute, and present training plans and sessions globally. * Collaborate with vendors and internal teams to identify and implement HR kudos solutions.  CDM Smith — *IT Administrative Assistant*October 2014 - March 2016  * Serve as the point of contact for escalated, company wide issues. * Create the knowledge management workflow and coordinate with subject matter experts (SMEs) to update and reorganize the current knowledge base.   EDUCATIONUniversity of South Carolina, Columbia — *BA* BA in English with a specialization in Writing and minors in Sociology and Graphic Design; graduated Magna Cum Laude SKILLS  * Digital product ownership and backlog management * Strong understanding of user-centered design and systems thinking frameworks * Proven track record of strong stakeholder communication and simplifying complex technical topics for diverse audiences * Technical writing, editing, and proofreading * Proficient in the Adobe Creative Suite, Office 365 Suite, SharePoint, ServiceNow, Zoom, and Cisco WebEx * Knowledge of SCRUM Product Ownership and ITIL v4 | |
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