



RECENT WORK HISTORY

TUV Rheinland N.A., Newtown, CT — Sr. ServiceNow Consultant

2022 - 2023

- Led customer IRM implementation project from initial readiness assessment to go-live.
 - Defined implementation roadmap.
 - Trained customer compliance and risk teams.
 - Captured and implemented customer requirements.
 - Installed and activated plugins.
 - Loaded data.
 - Established Update Set management process.
 - Configured forms/lists, workflows, notifications, SLAs, and user groups.
 - Managed a team of technical developers for scripting support.
 - Defined and configured user groups {roles and members}.
 - Conducted functional testing, supported UAT, migrated TEST to PROD, and provided post go-live support.
- Implemented ServiceNow GRC: Policy & Compliance.
 - Imported customer policy documents into Policy records.
 - Configured UCF integration and imported NIST CSF.
 - Mapped NIST CSF to existing customer compliance controls.
 - Guided customer through the entity scoping process.
 - Created entity types, filters, and classes.
 - Mapped entity types to control objectives.
 - Mapped control objectives back to policies.
 - Defined and built control attestations.
 - Defined and built indicators for on-going monitoring.
 - Conducted end-to-end testing and customer approval.
- Implemented ServiceNow GRC: Risk Management.
 - Guided customer in translating organizational risks to ServiceNow risk statements.
 - Set up templates and transform maps to migrate customer risks to ServiceNow.
 - Worked with risk team to map risk statements to entity types.
 - Created new entity types as needed.
 - Designed and built risk assessments using the ServiceNow assessment designer.
 - Mapped risks to controls.
 - Trained risk team.
- Managed ServiceNow GRC: Vendor Risk Managements Demands backlog.
 - Managed a team of developers to implement a backlog of Demands.
 - Reviewed, sized, and developed plans to address each demand.
 - Prioritized and scheduled work for each demand.
 - Implemented, tested, and obtained approval from demand owners.
 - Presented proposed solution to CAB meeting.
 - Implemented approved changes, moving update sets to PROD.
 - Coordinated post-implementation testing with relevant demand owners.



Thirdera, Broomfield, CO — Sr. IRM/GRC Advisory Solutions Consultant

2021 - 2022

- Implemented IRM: Continual Authorization and Monitoring (CAM) for a municipal government organization.
- Led the GRC: Risk Management implementation effort for a large regional Healthcare customer organization.

Covestic, Seattle, WA — GRC Solution Architect

2019 – 2021

- Served as the GRC practice lead and GRC solution architect.
- Participated in multiple GRC implementation projects, involving Policy & Compliance, Risk Management, and Vendor Risk Management.
 - Lead a team of developers to stand-up a CCPA-compliance program using GRC, VRM, and CSM.
 - Configure a VRM solution for a large Seattle-based software company.
 - Set up vendor portfolio.
 - Built risk assessments.
 - Activated SIG integration.
 - Configured Vendor Risk Portal.
- Worked with marketing and sales to launch a Privacy Compliance campaign focusing on leveraging ServiceNow GRC, VRM, and CSM to ensure compliance with privacy requirements.

Linium, New York, NY — GRC Business Process Consultant

2015 - 2019

- Conducted workshops with multiple customers to gather requirements.
- Converted customer requirements to stories.
- Worked with engagement management team to define sprints.
- Worked with developers to implement technical stories.
- Implemented configuration and system administration stories.
- Participated in sprint reviews to ensure customer acceptance.
- Participated in UAT planning and post-implementation support.

Scripps Networks, Knoxville, TN — Enterprise IT Operations Compliance Manager

2003 - 2015

- Managed the Enterprise IT Operations (EITO) compliance group.
 - Designed and implemented processes leveraging ServiceNow to drive down the cost, burden, and daily impact of compliance.
 - Received the annual Scripps Networks Chairman's Award for innovative process improvements having a positive impact on the corporate bottom line.
- Participated as the compliance advisor on the Security Incident Response Team (SIRT) and Enterprise Disaster Recovery (DR) team.
 - Documented SIR Policy and Disaster Recovery Plan.
 - Participated in drills and table-top exercises to test the DR plan.
 - Worked with the Audit Committee to ensure compliance of hot- and warm-sites.



Mike DeAndrea
Sr. ServiceNow® Solutions Consultant -- GRC/IRM

EDUCATION

- **California Coast University**, Santa Ana, CA — *master's in business administration (MBA)*
May 2011
- **Marylhurst University**, Marylhurst, OR — *B.A., Science & Mathematics*
December 1983

CERTIFICATIONS

ServiceNow Certifications (Current)

- ServiceNow Certified System Administrator (CSA)
- ServiceNow Certified Implementation Specialist -- Vendor Risk Management (CIS-VRM)
- ServiceNow Certified Implementation Specialist -- GRC (CIS-GRC)
- ServiceNow Certified Implementation Specialist – Vulnerability Response (CIS-VR)

Industry Certifications

- iAPP Certified Information Privacy Professional (CIPP/US)
- ISACA Certified Data Privacy Solution Engineer (CDPSE)
- OCEG Certified GRC Professional (GRCP)
- OCEG Certified GRC Auditor (GRCA)
- SOX-CPA Certified Sarbanes-Oxley Expert (CSOE)
- SCRUM Foundations Certification (SFC)
- ITIL Certification