



**Mike DeAndrea**

**Sr. ServiceNow® Solutions Consultant -- GRC/IRM, VRM, ESG**

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### **EDUCATION**

- MBA, CALIFORNIA COAST UNIVERSITY
- B.A., Science & Mathematics, MARYLHURST UNIVERSITY

### **CERTIFICATIONS**

- ServiceNow
  - Certified System Administrator (CSA)
  - Certified Implementation Specialist – Risk and Compliance (CIS-GRC)
  - Certified Implementation Specialist – Vendor Risk Management (CIS-VRM)
  - Certified Implementation Specialist – Vulnerability Response (ICS-VR)
  - Environmental, Social, and Governance (ESG) Implementation course
- Industry
  - iAPP CIPP/US: Certified Information Privacy Professional
  - ISACA: Certified Data Privacy Solution Engineer (CDPSE)
  - OCEG Certified GRC Professional (GRCP)
  - OCEG Certified GRC Auditor (GRCA)
  - SOXCPA Certified Sarbanes-Oxley Expert (CSOE)
  - SCRUM Foundations Certification (SFC)
  - ITIL Certification

### **REGULATORY DOMAINS**

- GDPR, CCPA, CPRA, PCI, SOX
- NIST RMF/CSF, ISO 27001
- COBIT, COSO, GRI

*"Luck favors the prepared mind."*

### **Senior ServiceNow Solutions Consultant specializing in GRC/IRM, VRM, and ESG.**

If you are looking for a senior ServiceNow professional who has extensive experience in designing and implementing GRC/IRM, VRM, or ESG solutions in ServiceNow, please give me a call. Having worked hands-on with the ServiceNow platform both as a compliance manager and a consultant, I bring a unique blend of real-world experience and customer-oriented consulting skills to your team.

### **RELEVANT ROLES**

- 2022-2023 TUV Rheinland N.A.: Sr. ServiceNow Consultant
- 2021-2022 Thirdera: Sr. IRM/GRC Advisory Solutions Consultant
- 2019-2021 Covestic: GRC Solution Architect
- 2015-2019 Linium: GRC Business Process Consultant
- 2014-2015 Scripps Networks: Office of the CIO, IT Portfolio Manager
- 2007-2014 Scripps Networks: Enterprise IT Compliance Manager
- 2003-2007 E.W. Scripps: IT SOX Policy Documentation Manager

### **SERVICENOW PRACTITIONER EXPERIENCE**

- Managed the compliance efforts of a large Enterprise IT Operations (EITO) division within a multi-billion-dollar company for 10 years.
- Designed and Implemented processes to drive down the cost, burden, and daily impact of compliance while simultaneously maximizing audit scores.
- Ensured the organization remained continually compliant and audit ready.
- Awarded the annual Scripps Networks **Chairman's Award** for innovative process improvements having a positive impact on the corporate bottom line.

### **SERVICENOW CONSULTANT HIGHLIGHTS**

- Leveraged extensive experience as a compliance manager and ServiceNow user to help other ServiceNow customers understand how they too could stand up highly efficient as well as highly effective GRC solutions in ServiceNow.
  - Established solid rapport with customers across maturity levels by recognizing where they were in their digital transformation journey and helping them understand how to efficiently map their current state processes to ServiceNow's process models.
  - Helped customers understand future-state capabilities via detailed demos, requirements gathering workshops, and clear and concise story writing.
  - Helped customers socialize project plans and vision across departments to maximize collaboration, coordinate actions, and ensure stakeholders shared common expectations for end-state goals and to optimize solution adoption.
- Leveraged industry experience to help ServiceNow partners expand their ServiceNow offerings.
  - Designed, developed, and conducted GRC/IRM/VRM webinars.
  - Developed GRC/IRM sales and marketing collateral.
  - Worked with pre-sales to establish a GRC/IRM Sales Academy.
  - Authored multiple blog articles on Privacy law compliance.
- Leveraged life-long learning mindset to remain continually current.
  - Continually maintain four mainline certifications.
  - Completed 30+ ServiceNow courses including Flow Designer Fundamentals and the new ESG Fundamentals and ESG Implementation training courses.

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