Mike DeAndrea
ServiceNow® GRC Solutions Consultant
www.linkedin.com/in/michaeldeandrea

EDUCATION
- MBA, CALIFORNIA COAST UNIVERSITY, 2011
- B.A., Mathematics, MARYLHURST UNIVERSITY

CERTIFICATIONS
- CSA: ServiceNow Certified System Administrator
- CIS-VRM: ServiceNow Certified Implementation Specialist – Vendor Risk Management.
- CIS-GRC: ServiceNow Certified Implementation Specialist – Risk and Compliance
- OCEG Certified GRC Professional (GRCP)
- OCEG Certified GRC Auditor (GRCA)
- SOXCPA Certified Sarbanes-Oxley Expert (CSOE)
- SCRUM Foundations Certification (SFC)
- ITIL Certification

SERVICENOW FOCUS
- Policy & Compliance
- Risk
- Audit
- Vendor Risk

COMPLIANCE DOMAINS
- SOX, GDPR, PCI
- NIST, ISO 27001
- COBIT, COSO, GRI

"Luck favors the prepared mind."

Senior *GRC practitioner and consultant with seven years hands-on experience managing an enterprise-wide IT compliance program using ServiceNow GRC, and four years consulting with ServiceNow gold partner firms, designing and implementing efficient and effective GRC solutions to help customer organizations become continuously compliant and audit ready.*

RELEVANT ROLES
- *2019 – Now   Covestic: GRC Solution Architect*
- *2016-2019   Linium: Sr. GRC Consultant*
- *2015- 2016   Independent: Small Business Compliance Consultant*
- *2014-2015   Scripps Networks: IT Project Portfolio/Financial Metrics Manager*
- *2007-2014   Scripps Networks: SOX Compliance Administration Manager*
- *2003-2007   E.W. Scripps: SOX Compliance Documentation Manager*

SERVICENOW PRACTITIONER HIGHLIGHTS
- Managed the SOX compliance efforts of the Enterprise IT Operations (EITO) division of a multi-billion-dollar company for several years.
- Participated in the evaluation of enterprise ITSM solutions, resulting in the selection of ServiceNow.
- Migrated a full-scale SOX compliance program from largely legacy systems to the ServiceNow platform.
- Matured GRC processes, replacing manual processes with automated solutions using ServiceNow IT GRC applications.
- Optimized GRC content and processes, driving down compliance costs, minimizing audit durations, and reducing the overall burden of compliance on IT operations while maintaining top audit scores.[1]
- Drove cultural change within the IT department, establishing a trusting relationship with the auditing teams and greatly enhancing audit efficiency.

SERVICENOW CONSULTANT HIGHLIGHTS
- Participated in 20+ GRC implementations, providing solutions for everything from SOX compliance, to GDPR, to ISO 27001, to PCI.
- Identified, designed, and developed collateral documentation required to support the birthing of a new GRC practice.
- Presented paper at the Tech Days 2019 International Virtual Conference on *"Achieving SOX Compliance using ServiceNow GRC."*
- Leveraged GRC practitioner experience to establish credibility and build rapport with customers during sales calls and pre-sales discussions.
- Leveraged background in documentation to train customer on multiple core applications: Asset, Demand, Change, Incident, SRM, and Service Catalog.
- Published *"Moving from Geneva to Jakarta"* on LinkedIn to help users transition from the old ServiceNow GRC model to the new model.

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[1] Received the 2012 Chairman's Award for "implementing processes resulting in a significant improvement to the corporate bottom line."