

# Chris Yang

ServiceNow Architect

Accomplished ServiceNow Architect and Developer with 5+ years of ServiceNow experience leading engagements, designing solutions, and managing implementations with industry best practice. Adept in working in a collaborative environment and provide positive team morale.

## Personal Info

### Address

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### Phone

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### E-mail

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### WWW

<https://chrisyang.io>

### GitHub

<https://github.com/zaidongy>

### LinkedIn

<https://www.linkedin.com/in/zaidongy>

## I Speak

Javascript

Python

C / C++

HTML5

CSS/SCSS

## I Use

ServiceNow, Studio, Git, Node.js, Express, React, AngularJS, MongoDB, Visual Studio Code, Sublime, jQuery, AWS, Heroku, Apache, Linux

## I Do

EDM Enthusiast

Rock Climber

Tennis Player

Leader/Mentor

World Traveler

## Certifications

### Jul 2021

ServiceNow CIS - HR

### Feb 2020

ServiceNow CIS - ITSM

### Apr 2020

ServiceNow CAD

### Apr 2020

ServiceNow CSA

### Jul 2019

ServiceNow MC - Service Portal

### Oct 2015

ITIL® Foundation Certificate in IT Service Management

## Experience

Sep 2019 -  
present

### ServiceNow Architect / Technical Consultant

*GlideFast Consulting*

- Supported large telecom company on developing a **Custom Application** to manage their inventory of mobile applications. Worked on multiple integrations, custom business processes, and dashboards utilizing Performance Analytics.
- Guided large medical devices company to migrate from legacy HR application to ServiceNow's modern **HR Service Delivery** application. This greatly enhanced the employees' experience by consolidating HR Services into the same Service Portal as IT and Facilities.
- Architected **HR Onboarding & Transition** project to transform a financial services firm from email and JIRA tasks into a streamlined Onboarding experience. We introduced numerous automations to greatly reduced administrative overhead from HR Agents.
- Led project to implement **Application Portfolio Management** for a utilities organization which gave the client insights into which application to invest their budget based on data gathered and provided by ServiceNow.

Nov 2016 -  
Sep 2019

### ServiceNow Systems Analyst

*Cedars-Sinai Health System*

Integration & Automation

- Established backend web server via Node JS to integrate with Slack events API to display information about a ticket instantly
- Developed integration with Active Directory using Powershell activities to move users into security groups, automating 70% of manual tasks

Service Portal & Notifications

- Developed and customized 5 Service Portal widgets to enable better end user experience and to align with our company branding
- Wrote 65 email scripts to completely redesign over 350 ServiceNow notifications and templates in a reusable way to match our company style guide

HR Service Delivery

- Transitioned email and phone process into ServiceNow record producers which reduced HR non-employee onboarding time by 50%
- Served as the main ServiceNow technical resource to help HR Service Center to understand the tool which enables their day-to-day tasks. They receive on average 157 calls and 220 cases daily

Service Catalog

- Published 100+ items in IT and HR catalogs using custom workflows and import sets
- Developed and refactored code using script includes to cut down on technical debt

## Notable Projects

Nov 2020 -  
present

### GlideFast - Custom Application Development

*Enhancing the capabilities of GRC*

- Client is looking to replace their legacy archer system with ServiceNow. We extended ServiceNow's GRC application to fully support their process.
- This custom application established a process to identify the risks of a mobile app's new version.

Jan 2020 -  
Apr 2020

### GlideFast - Hardware Asset Management

*Custom CMDB Integrations*

- Client is in the very early stages of ITSM and is looking to build out their CMDB
- Data is stored in multiple device management systems, we pulled information from each system while utilizing ServiceNow's IRE to prevent duplicates
- We leveraged ServiceNow's SCCM Integration for Windows devices and a custom REST integrations with Cisco Intersight for Cisco devices

## Education

Sep 2011 -  
Jun 2015

### University of California, Los Angeles (UCLA)

B.S. in Electrical Engineering, Signals and Systems focus