

FRANK J KENNEDY

Versatile IT Specialist with extensive experience in client services coordination, ServiceNow administration, and development. Expertise in resolving complex issues, system integration, and agile project management, with a strong background in digital forensics and IT management.

EXPERIENCE

2024-Present - Client Services Coordinator, mPulse, Remote

- ▶ Primary post-implementation liaison with clients, ensuring satisfaction through effective communication and expectation management
- ▶ Resolve complex issues, handle Jira tickets, and verify data using SQL to maintain system accuracy and performance
- ▶ Coordinate client meetings for ongoing support, address concerns and ensure continuous engagement and satisfaction

2023-2023 - ServiceNow Admin/Developer, illumifin, Remote

- ▶ Addressed and resolved ServiceNow orchestration and data flow issues to ensure smooth operations and integration
- ▶ Contributed to platform rebranding efforts post-O365 migration and updated LDAP synchronization with custom scripts
- ▶ Supported system upgrades and managed daily tasks within an Agile Scrum environment, resolving MID Server and integration problems

2021-2023 - Developer/Consultant, CDW, Remote

- ▶ Completed ServiceNow training and certification, gaining in-depth knowledge of platform functionalities and best practices
- ▶ Collaborated with clients to develop and deploy customized solutions, leveraging expertise in Incident, Change, Problem, Knowledge, and Asset Management
- ▶ Worked in Agile Scrum environments to create and implement custom e-Procurement solutions, configure ServiceNow components, and enhance the end-user experience

2014-2021 - IT Manager, Tri-Tech Forensics, Leland, NC

- ▶ Designed and built high-end digital forensic workstations and storage solutions, ensuring cutting-edge performance and reliability
- ▶ Managed and updated network infrastructure, led site planning for cabling, and handled hardware/software procurement for optimal system functionality
- ▶ Transitioned the company to Office 365 and developed an enhanced e-commerce website with performance optimizations and advanced analytics to improve user experience and operational efficiency

EDUCATION

North Carolina Wesleyan University

Bachelor of Science in Computer Information Systems

Cape Fear Community College

Associate in Applied Science - Computer Engineering Technologies

CERTIFICATIONS

ITIL 4 - ServiceNow CSA-Tokyo Delta - Multiple SN Micro-Certs - Quality Clouds - SoloLearn – HTML, CSS & JavaScript - 40+LinkedIn Learning Certs - CFCC Computer Networking and Web Development

SKILLS

Jira - Client Services Management - SQL - ServiceNow - Service Portal - Employee Center - Knowledge Portal - Workflows - Flow Designer - HTML5 - CSS3 - XML - JSON - JavaScript - Python - PHP - Bootstrap - React - Angular - cPanel - Cloudflare - Google Analytics - MS Visual Studio Code - Adobe Creative Cloud Suite - SQL Database Maintenance - Computer Hardware - Active Directory - Microsoft Dynamics GP Admin - SalesPad Admin - Microsoft