

Ryan Pope
(508) 683-9750
ryan.patrick.pope@gmail.com

EXPERIENCE

**Kronos Inc/
Ultimate Kronos Group**

Jan 2019 Oct 2020 Present

Manager, ServiceNow *Manager, ESM Platform
Architecture & Development*

- Architected ServiceNow platform reimplementations and ITIL process realignment initiatives.
- Led ServiceNow platform and process consolidation after large company merger.
- Managed team responsible for architectural vision and development execution of ServiceNow platform roadmap.
- Provided guidance around development best practices, and created a comprehensive platform standards guideline to ensure long-term scalability and standardization.
- Coached and taught junior members on process, coding, requirement gathering, and solution design.
- Architected, built, and documented numerous module and scoped application roll-outs.

Acorio

June 2017 April 2018 Dec 2018

Technical Consultant *Manager, Platform Solutions
Consultant*

- Appointed architect and lead consultant on various customer projects (including implementations, and custom application design and development).
- Managed three direct reports, providing guidance around personal development plans, acted as an escalation point for issues, and assisted in resolution of any challenge, technical or otherwise.
- Led eight simultaneous client accounts with unique support teams, for Acorio's Virtual Assistance program, providing technical, procedural, and best practice guidance.
- Engaged in the build out of Acorio's Academy program, providing training and coaching in consultative and technical skills to junior consultants.

athenahealth

Feb 2017 Jun 2017

Senior Interface Engineer

- Responsible for scoping out technical specifications for integrations between third party vendors and athenahealth on behalf of the customer.
- Coordinated and ensured FTP or VPN site-to-site connections were established for bi-directional interface traffic.
- Worked with third party vendors to validate HL7 messaging was parsed properly by the receiving interface engine.

Dell EMC

July 2012 Feb 2014 Oct 2016 Feb 2017

Inventory & Procurement Analyst *Material Planner* *Enterprise Application Administrator*

Enterprise Application Administrator

- Led the governance board to discuss changes/enhancements to the ServiceNow platform.
- Coordinated with process owners for continuous improvement in UX and workflow design.
- Responsible for new functionality design, build out, UAT, and release.

Material Planner

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- Led implementation and development efforts on the ServiceNow platform, adhering closely to ITILv3 best practices.
- Provided cross-departmental consultation for new system development around project-based KPI collection and reporting.
- Acted as team lead of inventory management group, guiding members when needed through processes and protocols.

Inventory and Procurement Analyst

- Designed and documented inventory lifecycle workflow from procurement request and vendor management to asset retirement and disposal.
- Developed interim ITAM/CMDB system to track procurement requests and enable asset tracking using Microsoft Access (using VBA and SQL).
- Responsible for procurement of R&D datacenter hardware and software components utilizing SAP's ERP software.

OTHER EXPERIENCE

Nicaragua Covenant

Nov 2014

June 2018

Volunteer Database Administrator

- Developed and maintained a database to collect census and medical data for a mobile health clinic supporting remote, impoverished communities in Nicaragua
- Responsible for roll out of Tableau for better reporting ability

EDUCATION

Babson College

B.S. Business Management/Accounting

CONTINUED EDUCATION

Project Leadership and Team Building Skills • Effective Project Management • A Risk Focused Approach to Project Management • Management Foundations • ITILv4 Foundations • Lean Six Sigma Yellow Belt • ServiceNow Advanced System Administrator Training • ServiceNow Asset Management • ServiceNow Scripting Fundamentals I • ServiceNow HR Fundamentals • ServiceNow Performance Analytics Fundamentals • Power of Partnership (consulting soft skill training)

CERTIFICATION

Lean Six Sigma Yellow Belt • ServiceNow System Administrator • ServiceNow Certified Implementation Specialist – ITSM • ServiceNow Certified Application Developer

TECHNICAL SKILLS

HTML5 • Bootstrap • JavaScript • AngularJS • SQL • VBA • Integrations (REST, SOAP, LDAP) • Microsoft Office Suite (Word, Excel, PowerPoint, Access, Accounting, Visio) • ServiceNow (ITSM, ITBM, ITAM, Service Portal, Scoped Applications)