If you found the suggested profile interesting, please contact our Account Manager.

Consultant Id	CV_ITFS_Consultant_13814
Account Manager	Brian Tofft
Phone	+45 2630 6104
Email	b.tofft@itfs.com

ITFS

ID CANDIDATE	ROLE	AVAILABILITY
13814	ServiceNow Consultant	ASAP

PROFILE RESUME

With over ten years of dedicated experience in the IT sector, my expertise centers on a practical, results-oriented approach underscored by a commitment to quality and team-based attitude. Throughout my career, I've navigated diverse domains, including IT Administration, Software/Hardware/Service/Dependency/Process/Contract Management, Enterprise/Solutions Architecture, Data Centre Consolidation, IT Governance, Application Portfolio Management, M IT Integrations, IT Strategy, and IT Transformation. Managing various elements of an organization, including strategy development, comprehensive planning, crisis resolution, and budget oversight. My capabilities encompass constructing, administering, governing, optimizing, and consolidating IT operations, irrespective of scale and tempo.

KEY COMPETENCES

Skill	Years	Last used
ServiceNow Hardware Asset Management	4	2024
ServiceNow ITSM Asset Management	2	2024
ServiceNow integrations	2	2024

TECHNICAL SKILLS

TOGAF, TBM, Solutions Architecture, Software Asset Management, Snow, Raynet, Process Management, LeansIX, ITIL, IT Service Management, IT Governance, IT Compliance, IT Asset Management, Hardware Asset Management, FireScope, Enterprise Architecture, Dependency Management, Certero, Appication Portfolio Management, Agile, ServiceNow, Atlassian Jira, Atlassian Confluence, Remedy, MooD, MikroTik, LastPass, Trados, Google Workplace, GLPI, FireScope SDDM, Cherwell, Certero, Windows, Ubuntu, SharePoint, JIRA, Redmine, Office365, AWS

EXPERIENCE

apm.zone	09-2021 – Present

Community Organizer

- Developing Knowledge Platform
- Organizing events
- Creating Map of Tools and Services
- Driving Network Hub

DSV	07-2022 – 12-2023

ITFS sp. z o.o.
Al. Zwycięstwa 96/98
81-451 Gdynia

+48 22 299 00 04
office@itfs.com
itfs.com

- 1 -

VII Commercial Department of the National Commercial Register
KRS: 0000415274; NIP: 584-27-26-852; REGON: 221631583;
initial share capital: 50 000,00 PLN

Manager

- Leading department of 12 people within CIO Office in Global IT organization supporting global DSV Group (75,000+ employees, 80+ countries).
- Creating IT Service Catalogue (1000 services) provided by Global IT (2500 employees)
- Revising and adjusting global SLA Framework
- Creating Role Catalogue for Global IT's organization and IT landscape
- Enabling organization capacity management
- Establishing Dependency Management discipline
- Establishing enterprise Hardware Asset Management discipline
- Creating data model based on CSDM for ServiceNow implementation
- Finalizing Agility GIL M IT Integration carve-out within 12 months
- Utilizing Business Capability Model in Agility Gil's M due diligence
- Representative of 1500 employees in DSV ISS entity (deputy to European Workers Council)

DSV	04-2021 – 07-2022

Senior Team Lead

- Leading team of 9 people within CIO Office. Team was responsible for Application Portfolio Management discipline covering global Demand Management, Maintenance, Archive and Retirement processes both during business as usual and M&A Integration Times
- Closely working with global and regional IT departments, and business representatives on IT Demand Management, IT Asset Management, Enterprise Architecture, Governance or Compliance topics.
- Automating APM processes and improving service quality
- Developing Enterprise Model describing IT landscape
- Introducing Business Impact Assessment for systems portfolio (1600+)
- Introducing Software Whitelisting initiative (10,000+ products)

DSV	04-2020 – 03-2021

Team Lead

- Leading team of 5 people within Architecture IT Governance department.
- Stabilizing team and engagement (resolved 86% of 121 reported issues within 12 months)
- Kicking off development of Business Capability Model
- Upgrading Demand Management process in ITSM
- Establishing initiative to regulate 100+ data retention solutions
- Finalizing Application Portfolio Consolidation and Data Center Consolidation during Panalpina M (14,500 employees) within 18 months
- Introducing TIME assessment for the portfolio of 1500+ systems.

DSV	12-2019 – 04-2020

Solutions Architect

- Creating solution designs in line with architecture guidelines and acting as a lead solution architect for Panalpina's M IT Integration process.
- Leading IT architecture in Panalpina's M IT integration
- Creating M Cookbooks for Data Centre Closure and Application Portfolio Consolidation
- Mentoring and guiding team members

DSV	12-2018 – 11-2019

Portfolio Manager

- Leading and managing various projects and activities within Global IT's organization.
- Creating cross-functional collaboration network within Global IT (1500 people)
- Handling critical tasks from IT executives
- Closing UTI's AMER data centre (600+ servers)
- Creating first M IT Integration cookbook

DSV	04-2018 – 12-2018

License Manager – APM

- Taking over decommissioning activities within UTI's M IT Integration programme.
- Setting up Application Portfolio Management
- Creating Demand Management process
- Consolidating 1000+ systems within one year
- Closing two UTI's EMEA data centres (800+ servers)
- Creating Scream Test process for IT consolidation

DSV	10-2016 – 04-2018

License Manager

- Part of Software Asset Management team negotiating, purchasing, managing calculating compliance and dealing with audits for all licenses within DSV.
- Implementing Agile Methodology
- Establishing Interdisciplinary Software Evaluation Board
- Improving Budgeting Process of 300 mDKK
- Building Model and Standardizing Data
- Representing DSV at European Conferences

DSV	10-2015 – 09-2016

Licensing Administrator

- Part of Software Asset Management team negotiating, purchasing, managing calculating compliance and dealing with audits for all licenses within DSV (23,000 employees).
- Standardizing Contract, License and Knowledge Repositories
- Creating Global SAM Process Documentation

Polcode	06-2014 – 10-2015

Junior IT Administrator

- Provided administrative and technical support for ~120 programmers, administrative functions and C-suite.
- Optimizing IT Budget Management
- Standardizing IT Asset and Contract Management

Polcode	04-2013 – 07-2014

Office Manager

- Responsible for HQ in Warsaw and three other locations in Poland.
- Reorganizing Company Assets and Documentation
- Implementing a Comprehensive Security Policy
- Streamlining Operations

Freelance	12-2012 – 05-2013

English Translator and Teacher

- Translation of specialized documents reflecting a deep understanding of subject matter.
- Successfully taught students of various age groups and skill levels.

COURSES AND CERTIFICATION

Certificate in Advanced English (CAE)	2011
Certified Hardware Asset Manager (CHAM)	2016
Certified Snow Professional (CSP)	2016
Certified Software Asset Manager (CSAM)	2016
ITIL Foundation v3/v4	2016/2023
LeanIX Certified EA Associate (LCEAA)	2020
LeanIX Certified EA Practitioner (LCEAP)	2020

LANGUAGES

English: Fluent (spoken and written)
Polish: Fluent (spoken and written)