

SETH ROSE

Senior ServiceNow Engineer & AI Solutions Expert

PROFESSIONAL SUMMARY

Results-driven ServiceNow Engineer with 10+ years of experience designing and implementing intelligent automation solutions. Passionate advocate for AI integration who transforms complex processes into elegant, adaptive systems leveraging AI, NLP, and API-driven architectures. Demonstrated expertise in cross-platform integrations and mentoring technical teams to deliver enterprise-grade solutions that balance functionality with innovation.

CORE COMPETENCIES

- ServiceNow Platform Development & Administration
- AI-Driven Process Automation Solutions
- Natural Language Processing (NLP) Implementation
- API Integration & Full-Stack Development
- Process Orchestration & Workflow Automation
- Technical Leadership & Junior Team Mentoring
- Agile Development in Sprint Environments
- Cross-Platform System Integration

TECHNICAL SKILLS

Languages & Frameworks: Python, JavaScript, TypeScript, React, Next.js

Tools & Technologies: ServiceNow, Google Gemini, Docker, JIRA, Splunk, Qualys

Platforms & Systems: CMDB, ITSM, CSRM, API Interfaces, DialogFlow

AI/ML Technologies: LLMs, RAG Implementation, Multimodal AI Models

PROFESSIONAL EXPERIENCE

GENERAL DYNAMICS INFORMATION TECHNOLOGY

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November 2020 - Present

- Architected and implemented advanced service automation solutions for Office of the CIO, resulting in 30% improved operational efficiency
- Developed comprehensive API interface integrating ServiceNow with Google DialogFlow, enhancing

customer interactions through NLP

- Led technical discussions between stakeholders and development teams, translating complex requirements into actionable solutions
- Mentored junior developers through code reviews and knowledge sharing, resulting in decreased onboarding time and improved code quality
- Implemented Workday integration project, streamlining HR processes across platforms with successful RaaS and Pre-Hire integration
- Managed and optimized ServiceNow platform configurations to meet evolving requirements, including developing custom UI Actions for Field Service Assignment Groups
- Championed data-driven automation initiatives using AI-powered solutions to reduce manual workload

TOYOTA NORTH AMERICA

ServiceNow Security Developer

March 2019 - November 2020

- Implemented and maintained Security Incident Response and Vulnerability Management modules for Cybersecurity & Risk Management Division
- Developed and integrated Service Portal Widgets connecting Qualys and Splunk with ServiceNow, creating unified security dashboard
- Established API interfaces that enhanced security incident analysis workflows, reducing response times by 40%
- Assumed product owner responsibilities in Agile development cycles, managing backlogs and facilitating sprint ceremonies
- Administered ServiceNow CMDB information and ticket queues for CSRM, ensuring streamlined security operations
- Led initiatives to upgrade security modules, maintaining system effectiveness and compliance with current standards

UBER FREIGHT

Support Analyst / ServiceNow System Administrator & Implementation Specialist

June 2015 - March 2019

- Spearheaded company-wide implementation of ITSM Module, designing comprehensive solution from requirements to deployment
- Automated user setup and ticket triage processes, achieving millions in cost reduction through improved efficiency
- Developed a referral bot that boosted company's local market revenue and earned six months of free gasoline
- Established successful integrations with JIRA & OpsGenie, enhancing cross-platform functionality and workflow efficiency
- Built scalable, role-based access control system that simplified administration and improved security compliance

CERTIFICATIONS & TECHNICAL CREDENTIALS

- Configure the CMDB (ServiceNow Micro-Certification)
- ServiceNow Certified System Administrator (CSA)
- ServiceNow Certified Application Developer

PROJECTS & ACHIEVEMENTS

- **ServiceNow-KB-Extractor (Python):** Developed tool that extracts knowledge base articles from ServiceNow and converts to markdown format
 - **Agent-Chat (Python):** Created AI-powered conversational agent using Llama 3.2 model and Phidata framework
 - **Bravo Award Recipient:** Recognized for detailed weekly status reports and exceptional project documentation
 - **Star Developer/Administrator/Business Process Analyst Super Badges** (Now Creator Platform)
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References available upon request