

# Benjamin Anderson

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## SKILLS

**IT Service Management & Security:** CMDB | Incident & Problem Management | SLA Management | Change Management (ITIL) | Security & Compliance (ACLs, COPPA, FERPA) |

**ServiceNow Development & Integrations:** ServiceNow Development (ITSM, Service Portal, Flow Designer, Glide APIs, Custom Apps) | Scoped Applications | Mobile App Development | REST APIs | Integration Hub | Scripting (JavaScript, PowerShell, Python)

**IT Operations & Asset Management:** System Administration (ServiceNow, Active Directory, Google Workspace) | IT Operations Management (ITOM) | Asset Management & Service Graph Connector | MDM (JAMF, InTune)

**Leadership & Strategy:** Performance Analytics & Reporting | Knowledge Management (KB, Documentation, Training) | Vendor Management

## WORK EXPERIENCE

**ITSM System Administrator | October 2022 – Present**  
**Punahou School | Honolulu, HI**

### ServiceNow Platform Management

- Manage the ServiceNow platform, overseeing development, administration, security, and compliance with data privacy standards.
- Administer multi-instance ServiceNow environments as the sole system administrator for test and production instances, managing permissions, configurations, and using personal developer instances for ideation.
- Oversee the ServiceNow vendor relationship and contract negotiations to meet evolving organizational needs.

### ITSM Implementation & System Enhancements

- Led the migration from SolarWinds ServiceDesk to ServiceNow, implementing ITSM Standard modules with ITIL best practices, reducing incident resolution times by 80%. Configured SLA tracking and reporting, creating dashboards to monitor performance metrics.
- Introduced structured change management processes to increase system adoption.

### Workflow Automation & Integrations

- Re-engineered all catalog items from SWSD, developing Flow Designer workflows, script includes, and API integrations with MDM tools. Integrated six external systems, including HR and MDM systems, using SFTP, REST APIs, and inbound email actions.
- Developed automated workflows for IT procurement and business office operations, including live reporting on student device charges and tuition remission.
- Collaborated with HR to automate the user account lifecycle by integrating Taleo and ADP to improve onboarding efficiency. Designed custom tables, flows, and notifications to standardize processes across departments.

### Custom Applications

- Developed multiple custom applications, including a MACD personnel movement tool for employee lifecycle tracking and a MacOS Application Inventory Extension to address gaps in JAMF's OOTB Service Graph Connector.
- Designed a universal barcode scanner widget for the Walk-up Experience to improve check-in processes, deploying it via Web Clip for mobile and desktop use, resulting in a 30% increase in walk-up interactions.

### IT Operations & User Experience Improvements

- Enhanced infrastructure visibility by implementing ITOM Discovery, integrating Service Graph connectors and network discovery into the CMDB for accurate asset tracking.
- Developed automation flows to maintain asset lifecycle states based on related actions. Collaborating with stakeholders to design more advanced CMDB lifecycle workflows.
- Established user feedback mechanisms to refine ServiceNow functionality, resulting in 5K+ unique visits to self-service resources within six months.

### Leadership & Training

- Partner with IT leadership to align the IT Client Services team's strategic initiatives with broader department and school objectives. Conduct operational reviews, identify key areas for improvement, and contribute to the five-year roadmap.
- Created documentation, video tutorials, and conducted workshops to train IT teams on ServiceNow.

**IT Support Specialist | October 2018 – October 2022**  
**Punahou School | Honolulu, HI**

- Managed IT support for 400+ staff and 3K students, overseeing the deployment, maintenance, and troubleshooting of Apple TVs, Macs, Lenovo desktops/laptops, iPads, and AV systems.
- Handled IT service requests and incidents in SolarWinds ServiceDesk, overseeing incident, request, and problem resolution within the ITSM framework, including Major Incident Response (MIR).
- Led the Adobe Creative Cloud licensing transition, migrating 400 users to a new model and expanding access to nearly 4K users.
- Created technical documentation and user tutorials for software transitions and common IT issues.
- Automated IT workflows and reduced manual tasks using custom scripts in PowerShell, AppleScript, Bash, JavaScript, and Python.
- Supervised a team of five interns, overseeing task assignments and resolution of service requests.

**CERTIFICATIONS**

Certified Application Developer (CAD) | ServiceNow | February 2025

Certified Implementation Specialist - IT Service Management (CIS-ITSM) | ServiceNow | September 2024

Certified System Administrator (CSA) | ServiceNow | April 2023

ITIL 4 Foundation | AXELOS Global Best Practice | November 2021

Jamf Certified Associate | JAMF | March 2021

**EDUCATION**

Bachelor of Arts in Communications | University of Hawai'i at Mānoa | Honolulu, HI | Graduated Magna Cum Laude | 2021