

Chad McCormack

📍 Caddo Mills 📞 805-512-0786 ✉ tgfw17@gmail.com 🖨 ServiceNow Discovery And Service Mapping Specialist

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SUMMARY

Experienced IT professional specializing in ServiceNow Discovery and Service Mapping, leveraging profound expertise in CMDB modeling and ITOM strategies to maximize operational success within enterprise environments. Demonstrated proficiency in utilizing Cloud discovery and CSDM methods to facilitate superior IT service delivery. Adept at technical communication, ensuring efficient collaboration across diverse teams and disciplines.

EXPERIENCE

ServiceNow CMDB & Discovery Manager | Dun & Bradstreet

04/2023 to 02/2026

- Led rollout of IT Service Management platform ServiceNow, focusing on CMDB and Discovery capabilities.
- Enhanced CMDB accuracy and completeness by 98% through automated discovery processes.
- Led monthly CMDB Advisory board with product stakeholders for road-map and strategy alignment.
- Member of ServiceNow Product Advisory for Discovery and CMDB
- Applied SME knowledge to optimize Application Service mapping and education for product owners.
- Led Educational sessions for product owners
- Optimized MID server performance to ensure seamless discovery operations.
- Produced detailed CMDB reports supporting data governance initiatives.
- Advanced CI assistance for ITSM processes, enhancing overall service delivery.
- Promoted leadership and technical skills growth within the team.

Information Technology Manager | PwC

01/2020 to 08/2022

- Modernized service portfolios improving endpoint technology support through effective use of CMDB.
- Leveraged AMDB/CMDB systems to rectify support process deficiencies, enhancing operational efficiency.
- Facilitated ServiceNow platform adoption across different sectors, ensuring alignment with CSDM principles.
- Supervised Global ServiceNow platform upgrades, focusing on CMDB enhancements.
- Created professional development skill programs for organizational growth in IT service management.
- Oversaw vulnerability management processes meeting 98% policy compliance.

Specialist IS Architect | Amgen

08/2012 to 12/2019

- Streamlined enterprise service agreements yielding \$3M success through improved workflow management strategies.
 - Managed collaboration strategies establishing IT service road maps, integrating CMDB insights.
 - Delivered high-performing O365/SharePoint Online service expansions, enhancing user experience.
 - Innovated dashboards using Azure Analytics for better data discovery and operational insights.
 - Modernized backup strategies enabling significant financial savings while ensuring data integrity.
 - Enhanced data discovery strategies optimizing operational insights and supporting ITSM initiatives.
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EDUCATION

Bachelor of Science (B.S.), Information Systems Security | ITT Technical Institute

Bachelor of Science (B.S.), Information Systems Security with a focus on information systems security, including advanced practices in IT infrastructure protection, networking systems, data management strategies, and CMDB best practices.

Associate of Science (A.S.), PC Networking and Support | Champlain College

Associate of Science (A.S.), PC Networking and Support covering technical study in PC networking, support systems, troubleshooting methodologies, network infrastructure solutions, and foundational knowledge in ServiceNow.

SKILLS

Application/Infrastructure Service Mapping

Level: Proficient

ServiceNow Discovery

Level: Proficient

CMDB Management and Maintenance

Level: Advanced

CSDM

Level: Proficient

ServiceNow Scripting

Level: Expert

AWS Cloud Discovery

Level: Expert

ITOM Best Practices

Level: Expert

Network Components and Enterprise Applications

Level: Proficient

Data Governance and Data Quality

Level: Advanced

Cloud Infrastructure and Services

Level: Advanced

IT Operations and Support

Level: Proficient

Configuration Management

Level: Expert

CERTIFICATES

Implementing Microsoft Azure Infrastructure Solutions | Microsoft

AI for Work and Life | University of North Florida

Microsoft Certified Professional (MCP) | Microsoft

Microsoft Technical Associate (MTA), Cloud Fundamentals | Microsoft