



# BIANCA KILLINS

## AI & ServiceNow Product Owner

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Hi, I'm Bianca, a Product Owner with a passion for AI, ServiceNow, and training. I've spent over 8 years driving digital transformation through technical writing and workflow automation. Certified in CSA, CSM, CSPO, I work with teams to create solutions that make a real difference.

### EXPERIENCES

#### IT Account Group Manager

Professional Solutions Delivered-U.S. Department of Veterans Affairs - Since June 2023



- Led product ownership initiatives, developing IT roadmaps and managing portfolios, improving project alignment by 40%.
- Supported ServiceNow Application Portfolio Management (APM) deployment, reducing errors by 20% and enhancing system efficiency.

#### LMS Design Consultant

Generation USA - Since December 2022 - Consultant



- Produced 50+ compliant e-learning docs (Canvas LMS, UDL, WCAG 2.1 AA).
- Built interactive Canvas courses boosting engagement 20% via multimedia.

#### ServiceNow System Administrator

TechBridge - September 2022 to May 2023



- Managed Service Portal with 90% SLA compliance; developed KPI dashboards/reports.
- Automated workflows via scripting (client/server-side); maintained CMDB (95% accuracy).

#### Case Manager/English Teacher

Georgia Cyber Academy - November 2018 to February 2023



- Authored 200+ technical documents (SOPs, guides, KB articles), cutting training time by 25%.
- Partnered with IT security to document protocols, enhancing user comprehension.

#### English Teacher

Fulton County Schools - August 2014 to November 2018



- Designed e-learning modules, boosting course completion by 40%.
- Created LMS/user guides, increasing adoption by 75% and reducing support queries by 95%.

### EDUCATION

#### Master's-Public Administration

BARRY UNIVERSITY

### SKILLS

#### ServiceNow Implementation & Automation

- Process Optimization ★★★★★
- Workflow Automation ★★★★★
- Digital Transformation Leadership ★★★★★
- AI Content Automation ★★★☆☆
- AI Workflow Automation ★★★☆☆

#### Project & Product Management

- Agile Methodologies ★★★★★
- Project Planning & Scheduling ★★★★★
- Product Roadmap Development ★★★★★
- Product Lifecycle Management ★★★★★

#### Technical Writing & Instructional Design

- SDLC Documentation ★★★★★
- Technical Documentation ★★★★★
- Instructional Design ★★★★★
- E-Learning Platform (LMS) ★★★★★



## CERTIFICATIONS

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ServiceNow: Certified System Administrator, ServiceNow



ServiceNow: Micro-Certification - Service Portal



ServiceNow: Micro-Certification - Performance Analytics



ServiceNow: Now Assist Executive Micro Cert



ServiceNow: Micro-Certification - Flow Designer



ServiceNow: Micro-Certification - Agile and Test Management Implementation



ServiceNow Micro-Certification - Configure the CMDB



Certified ScrumMaster (CSM)



Certified Scrum Product Owner (CSPO)