

BIANCA KILLINS AI & ServiceNow Product Owner













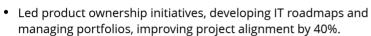
Hi, I'm Bianca, a Product Owner with a passion for AI, ServiceNow, and training. I've spent over 8 years driving digital transformation through technical writing and workflow automation. Certified in CSA, CSM, CSPO, I work with teams to create solutions that make a real difference.



EXPERIENCES

IT Account Group Manager

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



• 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.

techbridge 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%.



Master's-Public Administration **BARRY UNIVERSITY**



ServiceNow Implementation & **Automation**

- Process Optimization
- Workflow Automation
- **Digital Transformation** Leadership
- Al Content Automation



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- Al Workflow Automation **★ ★ ★** ☆ ☆

Project & Product Management

- · Agile Methodologies
- Project Planning & Scheduling 🜟
- **Product Roadmap** Development
- Product Lifecvcle Management

Technical Writing & Instructional Design

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



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Bachelor's-Public Relations FLORIDA A&M UNIVERSITY



CERTIFICATIONS



ServiceNow: Certified System Administrator, ServiceNow



ServiceNow: Micro-Certification - Service Portal



ServiceNow: Micro-Certification - Performance Analytics



SserviceNow: 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)