

# BIANCA KILLINS Strategic Technologist | ServiceNow Implementation | Al Automation Advocate









I am Bianca, an Al-driven Product Owner and ServiceNow Trainer with over eight years of experience in digital transformation and IT process automation. Certified as a CSA, CSM, and CSPO, I design and deliver IT training programs that empower teams and drive measurable outcomes. My expertise includes leveraging advanced AI and ServiceNow solutions to develop scalable, usercentered systems and to create impactful visual documentation and training materials.

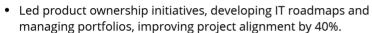
I am committed to delivering solutions that enhance efficiency, adoption, and business impact.



#### **EXPERIENCES**

## IT Account Group Manager

## U.S. Department of Veterans Affairs-Professional Solutions Delivered - 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
- Built interactive Canvas courses boosting engagement 20% via multimedia.

## ServiceNow System Administrator TechBridge - September 2022 to May 2023

techbridge

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

### Case Manager

### 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/ Case Manager Fulton County Schools - August 2014 to November



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



#### **SKILLS**

## Al-Powered ServiceNow Strategy & Automation

- Al Workflow Automation
- GRC & Risk Management
- Policy & Compliance Automation
- Al Workflow Automation
- **Digital Transformation & Process Optimization**



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- **★★★☆** \*\*\*\*
- Automation Integration  $\star\star\star\star$

# **Project Mangement & Product Ownership**

- Agile Product Lifecycle Management (Scrum, SAFe)
- User Story Mapping & Backlog
- Stakeholder Engagement & Requirements Gathering
- UAT Planning & Change Enablement
- Risk Management & MVP Feature Strategy





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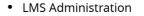
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# Instructional Design & Technical Writing

- Instructional Design
- E-Learning Development
- **Technical Documentation**
- Al-Enhanced Content Development (ChatGPT, Copilot)









# Master's-Public Administration BARRY UNIVERSITY

# 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)**