



BIANCA KILLINS

Strategic Technologist | ServiceNow
Implementation | AI Automation Advocate

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I am Bianca, an AI-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, user-centered 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



- 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

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 2018



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

SKILLS

AI-Powered ServiceNow Strategy & Automation

- AI Workflow Automation ★★★★★
- GRC & Risk Management ★★★★★
- Policy & Compliance Automation ★★★★★
- AI Workflow Automation ★★★★★
- Digital Transformation & Process Optimization ★★★★★
- Automation Integration ★★★★★

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 ★★★★★

Instructional Design & Technical Writing

- Instructional Design ★★★★★
- E-Learning Development ★★★★★
- Technical Documentation ★★★★★
- AI-Enhanced Content Development (ChatGPT, Copilot) ★★★★★
- LMS Administration ★★★★★
- Knowledge Base Management ★★★★★

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



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)