

Tim Woodruff

Profile

ServiceNow Architect/Developer/Admin with over 14 years of SN experience. Founder of [SN Pro Tips](#) & [The SN Guys](#). Author of [The ServiceNow Development Handbook](#), [Learning ServiceNow](#), and [Building Powerful Workflows](#). See www.TimothyWoodruff.com for more info, references, media, and contact info.

Skills Summary

- ◆ ITSM Tools Development
- ◆ IT Process design
- ◆ ServiceNow Architecture/Dev
- ◆ JavaScript & Glide API
- ◆ Public Trust Clearance
- ◆ Integrations, Catalog, & ITIL

Employment History

Tanium –Vancouver, WA (*Remote*)

Sr. Princ. ServiceNow Developer & Technical Architect, & Developer, July 2020 to present

Responsibilities:

- Work on my own, within, or leading teams of up to 10 to produce high-quality applications
- Architect and build custom ServiceNow solutions of varying complexity
- Build and implement multiple highly complex ServiceNow applications, including Tanium Integration Core SDK ([app](#), [demo](#)), Live CI Introspect ([app](#), [demo](#), [demo](#)), and many others.

ServiceNow SNG & ServiceNow Pro Tips –Vancouver, WA (*Remote*)

ServiceNow Development Manager, Technical Architect, & Developer, January 2016 to present

Responsibilities:

- Work on my own, within, or leading teams of up to 10, to produce high-quality code and content
- Write technical articles for [SN Pro Tips](#), and train other ServiceNow developers
- Write advanced applications, tools, and utilities for ServiceNow (examples available upon request)
- Architect and build custom ServiceNow solutions of varying complexity
- Implement multiple client ServiceNow instances (and virtually all apps/modules) from scratch

Packt Publishing – Remote, WA

Author, ServiceNow, July 2016 to present

Responsibilities:

- Write technical books about ServiceNow development and administration
- Cover detailed technical ServiceNow concepts in clear, accessible language
- Author [Learning ServiceNow](#), [The ServiceNow Development Handbook](#), & [ServiceNow: Building Powerful Workflows](#)

MariaDB – Vancouver, WA (*Remote*)

Sr. Princ. ServiceNow Developer/ Architect & Trainer, August 2019 to June 2020

Responsibilities:

- Successfully build and implement major customer-facing application for purchasing, configuring, and deploying MariaDB database-as-a-service (DBaaS).
- Architectural planning & review for large-scale technical projects
- Deliver technical, process, & leadership training
- Lead & work with a team of 5 other ServiceNow and front-end developers

GoDaddy – Vancouver, WA (*Remote*)

Sr. Princ. ServiceNow Developer/ Architect & Trainer, February 2018 to September 2019

Responsibilities:

- Architectural planning & review for technical projects & integrations
- Technical team management & requirements analysis
- Technical and process debt analysis and remediation

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USPS (*Accenture/ Bravium*) – Vancouver, WA (*Remote*)

Sr. Princ. ServiceNow Developer/ Architect, February 2017 to February 2018

Responsibilities:

- Provide architectural review and assistance before, during, and after development
- Build and deploy enhancements to Service Catalog and all other ITIL processes
- Provide advanced technical training, and tech/code QA for other developers and admins
- Document & design technical processes and best practices
- Build complex technical integrations using REST and SRAPIS

KPMG (*Momentum*) – Remote, WA

Sr. ServiceNow Developer/ Architect, December 2016 to April 2017

Responsibilities:

- Build and lead a team of 5 developers while also serving as senior technical architect & developer
- Build and maintain a highly custom public-facing HR/Onboarding portal & catalog
- Manage successful instance version upgrades including bug-fix development
- Build ServiceNow Service Catalog & multiple integrations

The Home Depot (*KForce*) – Remote, WA

Sr. ServiceNow Developer/ Architect, February 2016 to December 2016

Responsibilities:

- Implement and manage ServiceNow platform and plugins for various IT processes and tracks
- Build and implement new, fully custom SDLC module using Java, JavaScript, and SQL
- Manage successful upgrade from Eureka to Geneva, & Geneva to Helsinki ServiceNow versions
- Design & code highly complex multi-process workflows
- Perform penetration tests & information security reviews on & within the ServiceNow platform.

Expedia (*AIM Consulting*) – Bellevue, WA

Consulting Developer/ Architect (ServiceNow), July 2015 to February 2016

Responsibilities:

- Architect & manage successful upgrade from Fuji to Geneva
- Manage software lifecycle from spec to testing & deployment
- Use JavaScript & Glide API, build Discovery application: “IP Forensics”

Symantec Corp. – Springfield, OR

Sr. Princ. ITSM Tools Developer/ Architect (ServiceNow), February 2014 to July 2015

Responsibilities:

- Implement and manage ITSM platform (ServiceNow) for all IT processes and tracks
- Develop and update ServiceNow ITSM tool in JavaScript / Glide / Jelly scripting
- Design & implement new knowledge management & self-service portal systems
- Build, organize, and deliver technical training around ITSM tools platforms

Iberdrola Renewables – Beaverton, OR

Sr. Security Systems Administrator, January 2014 to May 2014 (*Consultant*)

Responsibilities:

- Oversee & manage new physical and electronic security systems and perimeters
- Triage technical issues requiring on-call 24/7
- Implement secure IT Service Management (ITSM) platform and practices
- Maintain government Critical Infrastructure Protection Standards (CIPS) certification

[Additional information such as references and letters of recommendation are available at www.TimothyWoodruff.com]

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Symantec Corp. – Springfield, OR

Principal Training & QA Consultant, August 2009 to June 2013

Responsibilities:

- Train agents, admins, and business users on the ServiceNow platform
- Improved customer satisfaction by 200%, agent sat by ~120%, handle times by >33%
- Write scripts & small programs to automate various tasks in call centers and ITSM (C#/JS)
- Create & deliver technical training, videos, & exams using Camtasia and Adobe Captivate
- Teach secure, and defensive programming in JavaScript, C#, & other technologies

Tools & Work Samples

Below are a few notable examples of ServiceNow tools I've written and released publicly for free.

You can find additional samples of my work through my [books](#), and articles on [SN Pro Tips](#).

- **Smarter Update Sets**
Makes Update Sets smarter, and less frustrating! Prevent accidentally closing Update Sets containing checked-out Workflows or cross-scope updates and prevents accidental alterations of "Default" Update Sets, among many other features.
- **Better One-Click Approval**
Approvals with a single-click, without relying on the end-user's mail client. Also fixes some issues with the Outlook mobile client that may prevent users from approving via the out-of-box "mailto" links.
- **Journal Redactor**
Whether you're worried about HIPAA compliance or basic data security and privacy, you may occasionally need to "redact" sensitive information from journal entries in a ticket. Simply deleting the journal record is not enough. This tool entirely wipes the sensitive data from your instance.
- **Time-Zone Utils**
Dealing with time-zones in ServiceNow can be difficult, especially in your server-side code. This tool makes that much easier, even allowing you to convert the time in a GlideDate/Time object from one time-zone to another, on the fly.
- **EfficientGlideRecord**
A much faster and more efficient client-side implementation of the GlideRecord class for quickly and securely querying the ServiceNow database, with a ~10x performance improvement!
- **Set Catalog Variables from URL**
This tool allows you to link directly to a Catalog Item in the portal *or* classic UI, and specify some URI parameters in order to pre-populate that request on load. Great for use in Knowledge articles and support tickets!
- **Was This Email Helpful**
Identify which notifications your users find useful, and which they don't. Avoid "notification overload" and "email blindness" by taking actions to make your notifications more relevant, meaningful, and useful to your users.

Certifications & Awards

SERVICENOW HACKER RESPONSIBLE DISCLOSURE HALL OF FAME – 2023

SERVICENOW CERTIFIED SYSTEM ADMINISTRATOR - 2016

JAVASCRIPT PROGRAMMING – 2013, 2017, 2023

ADVANCED WHITE-HAT PEN-TESTING – 2013

ITIL V3 FOUNDATION - 2014

NERC CRITICAL INFRASTRUCTURE PROTECTION CYBER-SECURITY CERT – 2014

SYMANTEC “ACTION HERO” AWARD – 2012

NORTON INNOVATOR AWARD – 2011, 2012, & 2013

SYMANTEC CERTIFIED TRAINER – 2009-2013

PUBLIC TRUST CLEARANCE – 2017

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