

# Nathan Okh

## Sr. ServiceNow Developer

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As a Sr. ITSM, ITAM, and ITOM administrator, implementer, developer, and solutions architect, I provide exceptional out-of-the-box and custom developed implementations and application development. Every day is a chance to help our teams and customers work better, collaborate easier, and address challenges. I look forward to utilizing my 15 years of IT experience to take ServiceNow's Technical Consulting needs to the next level.

### WORK EXPERIENCE

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#### Technical Accelerator Consultant

October 2025 – Present

ServiceNow Inc.

#### Sr. ServiceNow Developer

October 2024 – October 2025

University of California, Office of the President

- Successfully completed all required ServiceNow President Cyber Security requirements on time which included: CSDM configuration, large scale software and server CI service mapping initiative, HI Security enablement, reports and dashboard management.
- Developed API integrations with third party vendors utilizing tokenized access and custom scripted rest api to provide on-call user data and rosters to a calendar system to keep our enterprise service management teams available 24/7.
- Managing a team of two ServiceNow developers, admins and a number of vendors to aid in all required stakeholder initiatives, projects, requests and incidents.

#### Sr. ServiceNow Administrator and Product Manager

May 2019 – October 2024

Lytix, Inc.

- Managed Change, Incident, Problem, Request, Asset Management, Service Catalog, Service Portal, Knowledge Management, CMDB, Discovery, LDAP, Midserver, HRSD, Reporting/Dashboards, Agent Workspace, Virtual Agent, and custom-scoped applications.
- Strong and extensive experience in implementing ITOM, ITSM, ITAM, CMDB, Spokes, APIs, Workflows, Flow Designer, Business Rules, Data Dictionaries, UI Actions, UI Policies, Client Scripts, and Widget Customization.
- Satisfied business integrations with CrowdStrike, PagerDuty, Workday, Intune, Azure, Moveworks, and Qualys to provide IT, Security, and Operations managers with global real-time monitoring of assets, software, and hardware incidents.
- Successful ITOM implementation and administration of Discovery, SG-Intune, SCCM, and Azure to standardize currently owned assets with multiple sources of truth, pulling all corporate endpoints on every corporate network and streamlining the entire CMDB asset inventory. This also significantly improved the CMDB health score from 45% to 97%, exceeding the company's target of 80%.
- The completion of ITOM implementation also aided in financial operations cost savings using the newly synced CMDB data, such as identifying and removing stale/duplicated/deprecated resources, optimizing resource utilization, and automating manual processes saving the Asset team \$60,000.
- ITSM Pro implementation of Virtual Agent and Agent Workspaces effectively reduced 20% of all emailed incidents, and increased incident resolutions with self-service options, response times with Live Agent, and customer satisfaction ratings.
- Fulfilled an HRSD implementation for our HR department which dramatically reduced SLAs, and manual entries, and increased HR staff efficiency.
- Completed major enterprise IT architecture efficiencies and optimization objectives to meet scalable and ever-changing IT landscape to reduce cost, provide executive-level operational management dashboards, and increase client satisfaction.

- Quickly oriented and fixed all major pending workflow, form, client script, data policies, and business rule issues with the ServiceNow instance.
- Worked on major portal UI/UX remodel and enhancements, including customized external client-facing customer Knowledge Portal using uniquely created widgets and UI actions with Javascript, HTML, CSS, and JSON.
- Completed Custom Applications and Scoped applications projects including Solidified SOC auditing workflows, improved development automation, and QA release management flow using REST.
- Consistently collaborated with cross-functional groups (Legal, HR, Facilities, Enterprise, DevOps, and other business units) as Lytx's ServiceNow SME to understand business requirements, develop roadmaps, solutions, and lead end-to-end implementations of ServiceNow projects. As such I've helped complete compelling corporate automation projects, POCs, and ITSM enhancements that have improved reporting KPIs, and increased service management level goals, engagement, adoption, and usage.

### **Senior Software Systems Engineer Analyst - Sr. Desktop Engineer**

July 2014 – April 2019

Teradata, Inc.

#### ServiceNow Architecture and Administration

- Successfully implemented, architected, and managed ServiceNow service portal instance and supported ticketing cue for a 1,500 sub-organization, Think Big.
- Creation of unique Workflows, User Groups, Roles, Onboarding, Incident, Request, and Task Tables to facilitate efficient ticketing and support.
- Major contributor and Knowledge Manager of thousands of KB Articles, multiple categories, and knowledge portals.

#### Systems Administration Enterprise Ecosystem Integrations, Development, Test, and Deployment

- Lead business systems administrator and client support for Atlassian Jira and Confluence, GitHub, Google Suite, Box, Salesforce, Microsoft 365, Azure AD, Cisco Webex, Okta, and Amazon Web Services.
- Created, managed, and supported dashboards, Spaces, Pages, Projects, Boards, plug-ins, Document repositories, repos, account lock and password resets, upgrades, patch release note communications, defined user and group access management, and SSO integrations for 1,500 users sub org.
- Managed and supported multiple mergers and acquisitions for enterprise systems integrations to comply with ITS security policies, deployed Teradata enterprise and Azure SSO on acquired assets, data handoff, and cloud business systems integrations into a unified Teradata enterprise ecosystem for over 10,000 corporate Windows and Mac OS X global devices and users.

#### Network Engineering and Telecommunications

- Rack, stack, and configure multiple on-premise enterprise network topologies, and project-managed contractors and networking teams during cabling, upgrading, and installation of ISP equipment, network drops, WAPs, Cisco Network Switches, Routers, Modems, Firewalls, LAN Controller, ASA VPN, and offsite cloud networking equipment such as Cisco AIRONET Extends and Miraki.
- Network troubleshooting hardware, WAPS, LAN Drops, DNS, DHCP, and TCP/IP.
- Deployed and supported Cisco DX80, IP8811, and conference room phones, as well as supported and managed Cisco Touch10 and Cisco SparkKit+ conference room installations.

#### **EDUCATION**

##### **University of California, Davis**

Bachelor of Science in Psychology – Emphasis in Cognitive Neuroscience and Human Development

#### **SERVICENOW**

- 6 years of ServiceNow ITSM Administration, and Development.
- 3 years of ITOM and ITAM implementation, administration, and development experience.
- 1 year of HRSD implementations, administration, and development experience.

#### **SKILLS & OTHER**

**Certifications:** ServiceNow Fundamentals, [Certified Systems Administrator](#) 2021;

**Tools and Frameworks:** Swift, Java, HTML, CSS, Javascript, and OpenAi.

**Systems:** ServiceNow, SharePoint, Atlassian Suite, Github, Airwatch, DEP, Microsoft Intune, Office 365, AD/GPO, Azure AD, LDAP Exchange, Adobe Suite, LanDesk, and Cisco Unified Communication systems.

**Languages:** Russian