**Request for Resume (RFR)**

**IT CONSULTING AND TECHNICAL SERVICES IDIQ**

**All Master Contract Provisions Apply**

**MD78SeniorServiceNowArchitectRFR100324**

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| **ATTACHMENT 1****RFR RESUME FORM – Architect, ServiceNow (Senior)****MD78SeniorServiceNowArchitectRFR100324**

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| --- |
| Instructions: Enter resume information in the fields below; do not submit other resume formats. Submit only one resume per the Labor Category described in Section 1 of the RFR.  |
| Labor Category: Architect, ServiceNow (Senior) |  |
| Candidate Legal Name: |  |
| Master Contractor:  |  |
| **Are any relatives or family members working at MHBE (Yes/No)?** **If yes, who and what is the relationship?**   |  |

1. **Education / Training**

|  |  |  |  |
| --- | --- | --- | --- |
| Institution Name / City / State | Degree / Certification | Year Completed | Field Of Study |
|  |  |  |  |
|  |  |  |  |
| <add lines as needed> |  |  |  |

1. **Relevant Work Experience**

Describe work experience relevant to the Duties / Responsibilities and Minimum Experience / Knowledge / Skill described in Section 3 of the RFR. Start with the most recent experience first; do not include non-relevant experience.

|  |  |
| --- | --- |
| [Organization][Title / Role][Period of Employment / Work][Location][Contact Person (Optional if current employer)] | Description of Work… |
| [Organization][Title / Role][Period of Employment / Work] [Location][Contact Person] | Description of Work… |
| <add lines as needed> |  |

1. **Employment History**List employment history, starting with the most recent employment first

|  |  |  |  |
| --- | --- | --- | --- |
| Start and End Dates | Job Title or Position | Organization Name | Reason for Leaving |
| <add lines as needed> |  |  |  |

1. **References**List persons the State may contact as employment references

|  |  |  |  |
| --- | --- | --- | --- |
| Reference Name | Job Title or Position | Organization Name | Telephone / Email |
| <add lines as needed> |  |  |  |

**Labor Category Personnel Resume Summary****(Attachment 1 Continued)**\*“Candidate Relevant Education” and “Candidate Relevant Experience” sections must be filled out. Do not enter “see resume” as a response.

|  |  |
| --- | --- |
|  **Proposed Individual’s Name/Company:** | **How does the proposed individual meet each requirement?** |
| **LABOR CATEGORY TITLE – Architect, ServiceNow (Senior)** |
|  **Qualification** | **Candidate Relevant Education \*** |
| **Education**Bachelor’s degree from an accredited college or university in Engineering, Computer Science, Information Systems, Business, or other related disciplines, or equivalent.  |  |
|  **Minimum Qualifications** | **Candidate Relevant Experience \*** |
| A minimum of five (5) years of experience in an enterprise IT environment supporting computer hardware, software, and/or enterprise applications at an expert level |  |
| A minimum of five (5) years of proven experience as a ServiceNow architect, administrator, or similar role |  |
| A minimum of five (5) years of experience designing and creating incident, problem, and change management modules in ServiceNow, developing and maintaining the Service Catalog |  |
| A minimum of two (2) years of demonstrated success in configuring and customizing the ServiceNow platform, including knowledge of tables, fields, forms, and workflows |  |
| A minimum of two (2) years of experience managing user accounts, roles, and groups, enforcing access controls and permissions |  |
| Familiarity with integrating ServiceNow with other systems and applications |  |
| Ability to create and customize reports and dashboards within ServiceNow |  |
| Strong understanding of IT Service Management (ITSM) processes and implementation (CMDB) |  |
|  **Preferred Qualifications** | **Candidate Relevant Experience \*** |
| A minimum of eight (8) years of experience architecting the ServiceNow platform |  |
| A minimum of five (5) years of experience with ServiceNow development, including creating custom applications and modules |  |
| A minimum of five (5) years of experience in performance tuning and optimizing the ServiceNow platform for scalability and responsiveness |  |
| Experience with planning and executing ServiceNow platform upgrades and migrations |  |
| Proficiency in advanced scripting languages within the ServiceNow platform, such as GlideScript (JavaScript) or AngularJS |  |
| ServiceNow Certified Implementation Specialist certifications in specific modules, such as IT Service Management (ITSM), Service Catalog, or other relevant areas |  |
| ServiceNow Certified System Administrator (CSA) certification |  |
| ITIL (Information Technology Infrastructure Library) certification. |  |

The information provided on this form for this labor category is true and correct to the best of my knowledge:**Master Contractor Representative:**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Print Name Signature Date**Proposed Candidate:**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Print Name Signature DateInstruction: Sign each form. |