

Rachel Abernathy

Technical Consultant

Arlington, VA · (571) 555-0132 · rachel.abernathy@email.com · linkedin.com/in/rachelabernathy

SUMMARY

Technical Consultant with 6 years of experience delivering IT service management solutions for federal agencies and health systems. Configures ServiceNow, leads service planning and delivery with client IT teams, and runs risk analysis on every release. Strong technical writing for runbooks and reports, with progress measurement tied to agreed milestones.

EXPERIENCE

Technical Consultant 05/2022 - Present

Potomac Ridge Technology Partners Arlington, VA

IT consulting firm serving federal civilian agencies.

- Configure ServiceNow incident, change and asset modules for **3** federal agencies with 26,000 combined users.
- Lead service planning and delivery workshops that set 40 service levels and the reports used to track them.
- Run risk analysis and risk assessment for each quarterly release, cutting failed changes from 9% to 2%.
- Build progress measurement dashboards that report milestones and budget burn to 4 agency sponsors weekly.

IT Systems Analyst 06/2020 - 04/2022

Cardinal Point Health System Richmond, VA

Regional health system with 7 hospitals and 9,000 staff.

- Administered the service desk platform for all 7 hospitals and wrote SQL reports on ticket trends.
- Wrote 60 knowledge articles and runbooks that cut repeat tickets by 20%.
- Coordinated 3 system upgrades with vendors, testing and signing off with clinical IT leads.
- Prepared Microsoft Office Suite briefings on uptime and backlog for the monthly CIO review.

SKILLS

ServiceNow
Service Planning and Delivery
Risk Analysis
Risk Assessment
Progress Measurement
Solutions Management
ITIL • SQL
Microsoft Office Suite
Technical Writing

EDUCATION

Bachelor of Science

05/2020

George Mason University

Fairfax, VA

Information Systems

CERTIFICATES

ServiceNow Certified Implementation Specialist - IT Service Management

ServiceNow

09/2023

ITIL 4 Foundation

PeopleCert

03/2021