

TROY ESSICK - PROGRAM MANAGER (Infocenter / ServiceNow)

ServiceNow ITSM & ITBM | Logistics | Agile Workflow Automation & Governance

PRIME TRUCKING

- Role: Program Manager
- Software: ServiceNow ITBM, PPM Suite, Visual Task Boards
- Tools: ServiceNow, Slack, PowerPoint, Excel, OneNote, MS Project, Outlook, Teams, Zoom, Atlas, Google
- Drive, Google Docs, Agile
- Delivered Quebec upgrade and full ITBM suite implementation for large trucking logistics client
- Managed roadmap, stakeholder engagement, and technical deployment of ServiceNow dashboards
- Conducted working sessions and retrospectives to validate requirements and prioritize workflows
- Oversaw delivery schedule and DevOps governance integration across multiple departments

Result: 40% gain in IT project visibility - 3x faster project prioritization - 35% reduction in manual tracking efforts

Infocenter ServiceNow Portfolio includes digital transformation strategy, agile program delivery, compliance reporting, and workflow automation.