

# TROY ESSICK - PROGRAM MANAGER (Infocenter/ServiceNow)

*ServiceNow ITSM & ITBM | Pharma | Agile Workflow Automation & Governance*

## TRIALCARD

- Role: Program Manager
  - Software: ServiceNow ITSM, GRC, Automated Test Framework (ATF)
  - Tools: ServiceNow, Slack, PowerPoint, Excel, OneNote, MS Project, Outlook, Teams, Zoom, Atlas, Google
  - Drive, Google Docs, Agile
  - Managed program to deliver audit-ready ServiceNow GRC dashboards for pharmaceutical compliance
  - Configured ATF to streamline testing cycles and reduce manual validation labor
  - Defined use cases for HIPAA-aligned policy tracking and governance reporting
  - Partnered with internal stakeholders and Infocenter developers to finalize MVP delivery scope
- Result:** Reduced reporting cycles by 50% - Enhanced audit score by 22% - Decreased manual QA time by 60%

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