

## ServiceNow SecOps Consultant | Vulnerability Management | Security Operations

### PROFESSIONAL SUMMARY

Early-career ServiceNow SecOps and cybersecurity professional supporting Vulnerability Response delivery in client-facing environments. Experience translating security and business requirements into workflows, user stories, UAT activities, and stakeholder-aligned delivery. Strong foundation in vulnerability management, Agile delivery, and cross-functional collaboration.

### CORE SKILLS

**ServiceNow:** Vulnerability Response, Workflows, Reports, SLAs, Forms, UAT

**Consulting / Delivery:** Requirements Gathering, Process Design, Stakeholder Management, Agile/Scrum, RAID Tracking

**Security Operations:** Vulnerability Management, Incident Response, Risk Prioritization, NIST CSF, ISO 27001, IEC 62443, NIST SP 800-53

**Technical:** Azure, Sentinel, Splunk, JavaScript, REST APIs, SQL, Python, RapidSCADA, Linux, Networking Fundamentals

### PROFESSIONAL EXPERIENCE

#### **Wipro | Cybersecurity Consultant | Philadelphia, PA (Remote)**

**April 2025 – March 2026**

- Supported a ServiceNow Vulnerability Response implementation by translating security and business requirements into functional workflows and solution documentation.
- Took on acting project management responsibilities, helping coordinate stakeholder meetings, requirements discussions, RAID tracking, and sprint deliverables in an Agile environment.
- Created and managed 27+ user stories, process flows, technical design artifacts, and UAT materials for delivery activities.
- Collaborated with client and technical teams to align ServiceNow SecOps capabilities with vulnerability management workflows and remediation objectives.
- Supported UAT planning, end-user training, and deployment readiness activities to help drive stakeholder sign-off and implementation success.

#### **Penn State College of IST | Network Security Development Intern | University Park, PA**

**May 2024 – July 2024**

- Built and configured network security labs using Cisco Packet Tracer and CLI, including ACLs, NAT, VLAN segmentation, DHCP, and DNS.
- Worked with routing protocols such as OSPF, EIGRP, RIP, and BGP to support secure multi-network lab environments.
- Developed hands-on lab content and evaluation materials for network security coursework in collaboration with faculty.

### SELECTED PROJECTS

#### **Cyber Incident Handling and Response | Team Lead | University Park, PA**

**August 2023 – December 2023**

- Led development of an incident response plan aligned with NIST SP 800-53 and ISO 27001, improving containment time by 40%.

#### **Network Security | Team Lead | University Park, PA**

**August 2024 – December 2024**

- Applied NIST CSF and IEC 62443 principles in a simulated smart-grid environment, helping reduce critical vulnerabilities by 50%.

### EDUCATION & CERTIFICATIONS

#### **The Pennsylvania State University | B.S. Cybersecurity Analytics & Operations, Cum Laude**

**December 2024**

University Park, PA | **GPA: 3.88** | Dean's List: 5 semesters

- ServiceNow CSA (Exam Scheduled June 2026)
- ISC2 Certified in Cybersecurity (CC)
- Microsoft AZ-900 and SC-900
- Security and Risk Analysis Certificate
- Completed coursework requirements for NSA certificate program (school-issued recognition letter available)