

Brannon Breau

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PROFESSIONAL SUMMARY

ServiceNow Developer with 10+ years in IT and 7+ years of progressive experience designing, developing, and supporting solutions on the ServiceNow platform. Strong background in JavaScript development, ITSM process implementation, workflow and Flow Designer automation, REST/SOAP integrations, and platform optimization. Experienced working within Agile/Scrum environments, translating business requirements into technical designs, and delivering scalable, secure, and maintainable ServiceNow solutions. Proven ability to support full application lifecycle including design, development, testing, documentation, deployment, and post-production support.

TECHNICAL SKILLS

ServiceNow: ITSM (Incident, Problem, Change, Request, Knowledge), Service Catalog, Flow Designer, Business Rules, Client Scripts, UI Policies, ACLs, Update Sets, IntegrationHub, MID Server, Reports & Dashboards, Automated Test Framework (ATF), Service Portal

Development: JavaScript, REST/SOAP APIs, JSON, HTML, CSS

Practices: SDLC, Agile/Scrum, ITIL, Root Cause Analysis, Testing & Validation, Technical Documentation

Tools: ServiceNow, Jira, PowerShell, Active Directory, Exchange, VMware

WORK EXPERIENCE

Techport Thirteen Inc.

ServiceNow Developer/Consultant

Berkeley Lake, Georgia (Remote)

Nov 2022 – Present

- Design, develop, and customize ServiceNow applications using Business Rules, Client Scripts, UI Policies, Catalog Items, and Flow Designer to meet evolving business requirements.
- Configure and enhance core ITSM processes including Incident, Problem, Change, Request, and Knowledge in alignment with ITIL best practices.
- Build and maintain Flow Designer flows and subflows to automate manual processes and improve operational efficiency.
- Develop and support integrations with external systems using REST/SOAP APIs, IntegrationHub, and MID Server.
- Translate business requirements into technical design documents and scalable platform solutions.
- Create and maintain reports and dashboards to provide operational visibility and performance metrics.
- Perform root-cause analysis and platform troubleshooting to ensure system stability and performance.
- Support platform upgrades through impact analysis, testing, remediation, and validation of customizations.
- Follow secure coding practices, platform standards, and governance to maintain a scalable environment.
- Participate in Agile ceremonies including sprint planning, estimation, backlog grooming, and retrospectives.
- Collaborate with QA teams to execute test plans and validate solutions using ATF and manual testing.
- Provide post-deployment support and troubleshooting for catalog items, workflows, and platform functionality.

Morgan & Morgan PA
ServiceNow Administrator/Developer

Orlando, Florida
Jan 2018 - Nov 2022

- Administered and enhanced the ServiceNow platform to improve ITSM service delivery and system performance.
- Led multiple platform upgrades, instance clones, and Update Set migrations across environments.
- Developed JavaScript-based Business Rules, Client Scripts, and automation solutions to streamline service desk operations.
- Built REST API integrations with external systems including Jira.
- Implemented auto-assignment logic, notifications, and Service Portal enhancements for improved user experience.
- Monitored system performance, resolved platform errors, and performed routine maintenance.

Help Desk Team Lead

Sep 2017 - Jan 2018

- Led the initial implementation and development of the ServiceNow platform for a 2,700-user environment.
- Managed a team of 30 Tier I and Tier II agents and served as escalation point for complex issues.
- Worked cross-functionally with systems and security teams to improve service management processes.

Tier II/Tier I Help Desk Agent

Feb 2015 - Sep 2017

- Resolved escalated hardware, software, and network issues for 2,700 users.
- Authored and maintained knowledge base articles and documentation.
- Utilized Active Directory, Exchange, VMware, Polycom, Adaxes, and other enterprise tools.

EDUCATION

Palm Beach State College
Associate in science degree, Network Administration

Lake Worth, Florida
Dec 2014

CERTIFICATIONS & ACCREDITATIONS

ServiceNow Certified System Administrator with Deltas	2019-2026
ServiceNow Certified Implementation Specialist – ITSM with Deltas	2023-2026
ServiceNow Micro-Certification – Automated Test Framework	2024
RiseUp with ServiceNow Bootcamp Accreditation	2025
ServiceNow Micro-Certification - Flow Designer	2019
ServiceNow Micro-Certification - Agile & Test Mgmt. Implementation	2025
ServiceNow Certified Implementation Specialist – CSM	2026
ServiceNow Micro-Certification - CMDB Health	2026
ServiceNow Micro-Certification - Configure the CMDB	2026