

MARNELE BILLUPS

ServiceNow Application Developer | CSA, CAD | ITSM | Workflow Automation | JavaScript & Glide API
Key Builds: Clinical Access Request Portal | Patient Discharge Coordination | Medical Device Asset Lifecycle
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PROFILE

ServiceNow Application Developer with hands-on experience designing scoped applications, automating business processes, and translating requirements into maintainable platform solutions. CSA and CAD certified with experience across ITSM, including Incident, Problem, Change, and Request Management, as well as Service Catalog. Experienced with App Engine Studio, Flow Designer, JavaScript, Glide APIs, Business Rules, Script Includes, Client Scripts, UI Policies, ACLs, and REST integrations. Skilled at collaborating with stakeholders to translate operational requirements into scalable workflows while prioritizing platform-native capabilities and ServiceNow best practices.

PROFESSIONAL EXPERIENCE

Independent ServiceNow Development | Professional Development

Oct 2025 – Present

- Design and develop scoped ServiceNow applications in a PDI using Flow Designer, Business Rules, UI Policies, Client Scripts, Script Includes, GlideRecord, notifications, reporting, and dashboards.
- Translate business requirements into data models and automated workflows focused on operational efficiency, visibility, approvals, escalations, and lifecycle management.
- Earned CSA and CAD certifications while continuing hands-on platform development and preparing for the ServiceNow Certified Implementation Specialist – IT Service Management (CIS-ITSM) certification.

ServiceNow Platform Developer | Terabyte Analytics

Sep 2021 – Sep 2025

Menomonee Falls, WI

- Developed and configured ServiceNow solutions supporting Incident, Problem, Change, and Request Management using Business Rules, Client Scripts, Script Includes, UI Policies, ACLs, and Flow Designer.
- Built JavaScript and Glide API logic supporting task coordination, state-driven processing, data validation, and workflow automation.
- Designed Flow Designer automations for task routing, approvals, notifications, escalations, and SLA-driven processes.
- Developed and tested REST API integrations using IntegrationHub, including JSON request/response handling, authentication, error handling, and troubleshooting.
- Improved operational visibility and process consistency through SLA tracking and automated task lifecycle management.
- Performed testing, debugging, and workflow stabilization using structured logging, execution analysis, and iterative troubleshooting.
- Collaborated with stakeholders to translate operational and healthcare requirements into maintainable ServiceNow solutions.

Digital Solutions Consultant | Webman Graphics

Sep 2010 – Aug 2021

Milwaukee, WI

- Led cross-functional digital initiatives and translated stakeholder requirements into scalable web and digital solutions.
- Designed and improved digital workflows to increase operational efficiency, consistency, and user experience.
- Developed and maintained web-based experiences using HTML, CSS, and JavaScript, supporting responsive interfaces, interactive functionality, and digital content delivery.
- Managed digital projects through requirements gathering, development, testing, deployment, and ongoing optimization.

SELECTED SERVICENOW PROJECTS

Clinical Access Request Portal — *Enterprise Governance & Approval Automation*

- Designed a workflow-driven access portal with automated approval routing based on department, access type, and security requirements.
- Implemented SLA tracking, escalations, and dashboards to improve provisioning visibility and identify approval bottlenecks.

Patient Discharge Coordination — *Cross-Department Operational Workflow Management*

- Designed a scoped ServiceNow application coordinating cross-functional discharge activities through parent/child task relationships and automated workflows.
- Built Flow Designer automation and configured Business Rules, Client Scripts, UI Policies, ACLs, notifications, escalations, and operational reporting.

Medical Device Asset Lifecycle & Maintenance — *ITAM / Hardware Asset Management*

- Configured asset lifecycle management for medical-support technology, including hardware inventory, models, locations, assignments, lifecycle states, maintenance history, and retirement.
- Built workflow automation for maintenance scheduling, service assignments, lifecycle transitions, notifications, and escalations with reporting across asset availability and service history.

EDUCATION

University of Phoenix — MBA | E-Business

Graduate study focused on business strategy, digital technology, e-commerce, process improvement, and technology-enabled operations.

University of Wisconsin–Parkside — Bachelor of Arts | Graphic Design

Applied study integrating visual communication, digital design, information architecture, and user-centered problem solving, providing a foundation for designing intuitive digital experiences and translating complex information into usable solutions.

Milwaukee School of Engineering — Website Development Certification

Technical training in HTML, CSS, web development, interface design, and interactive digital experiences, providing a foundation for front-end development and application UI configuration.

CERTIFICATIONS & PROFESSIONAL DEVELOPMENT

ServiceNow Certified Application Developer (CAD)

ServiceNow Certified System Administrator (CSA)

ServiceNow Executive Micro-Certification – Agentic AI

Professional Development: CIS-ITSM Certification Preparation | Business Process Analysis | AI Application Development

CORE TECHNICAL SKILLS

Programming: JavaScript (ES12), GlideScript/Glide API, HTML5, CSS3, JSON, XML, SQL Fundamentals

ServiceNow Modules: ITSM (Incident, Problem, Change, Request Management) | ITAM/HAM (Asset Lifecycle, Hardware Assets, Models, Stockrooms, Assignment & Retirement)

Automation: Flow Designer, Flows/Subflows, Approvals, Notifications, Escalations

Integrations & Data: REST/SOAP APIs, IntegrationHub, Import Sets, Transform Maps, Data Modeling

Delivery: Agile/SDLC, Requirements Gathering, Technical Documentation, Testing & Debugging, Git/GitHub, Update Sets

Additional Exposure: Service Portal, UI Builder, Workspace Experiences