



DAWN CHRISTINE SIMMONS

Professional Profile: <http://dawncsimmons.com>

PROFESSIONAL SUMMARY:

Experienced Digital Transformation Consultant with 20+ years in Business Process Improvement, and tools implementation, leading large Global Fortune 500 ServiceNow implementations in GRC, Security Ops, ITSM, HRSD, and PPM. Recognized for leadership in PMI and iTSMF.

- Delivered \$30M in savings with CMDB roadmaps, improving IT infrastructure by 20%.
- Boosted eCommerce B2B success to 99.99% for 1.7M daily records.
- Drove 90% customer adoption, raising satisfaction from 20% to 95%.
- Managed global programs across Europe, Asia, and the Americas.

EXPERIENCE:

IT Consulting Firms | Energy, Hospital, Higher Education, Biotech and Pharmaceutical Technology

July 2021 – Present

Provided consulting and managed ServiceNow ITSM, CMDB, SAM, Incident, HRSD, Predictive Intelligence, SecOps, and Release Planning for Barista AI, Service Portal, Knowledge, GRC, and SPM.

Senior ITSM Consultant | Biotech

October 2021- August 2022

Established an ITSM Center of Excellence, led business analysis for digital transformation investments. Developed ITSM tool strategy, advanced Change Management processes.

Consultant, Professional | National IT Hospital Solutions

October 2021- March 2022

ServiceNow and ITIL Process Consultant, managing Agile release communications, developing Help Desk onboarding, and automating partner onboarding in Request Management.

Automation DevOps Test Service Consulting for Biotech and Lab

February 2021- June 2021

AutomatePro ServiceNow tests automation of ServiceDesk, Request, Incident, Change, Problem Management, and SecOps.

Professional Service Solutions | Director Product Development of Covid 19 Healthcare Portal .

January 2021- February 2021

Professional Service Solutions | Global Biotech and Pharmaceutical

September 2020- November 2020

Led Vendor Manager Workspace Proof of Concept, driving roadmap, strategy, workflow, technical documentation, and test plan.

Professional Service Solutions | COVID Pandemic ITSM Process Consulting

February 2020- May 2020

Led COVID-19 Pandemic ITSM consulting for a multibillion-dollar supermarket implementing Major Incident Management, light CMDB, and cloud solutions for Incident, Change, and Problem Management to drive strategic initiatives with risk management and communication control.

Professional Service Solutions | US Consulting

April 2019 – December 2019

Orchestrated large-scale ServiceNow Cloud implementations across HR, ITSM, GRC, and Service Portal with AI automation, leading Agile-driven transformations in biotech, insurance, and utilities sectors, while optimizing ITAM, SCCM, security operations, and Jira/Confluence integration

Professional Services | Global Digital Creativity and Marketing Software

July 2018 – March 2019

Documented fraud prevention and cyber threat mitigation for a global software giant, leveraging advanced analytics to spearhead investigations into identity access breaches, eCommerce fraud, product hacking, and software license conversions.

ITSM Manager | Threat Intelligence, Cyber Security

November 2015 –December 2017

Professional Services | ITSM Business Analysis in ServiceNow Geneva and Helsinki

October 2015 – November 2015

Professional Services | Global Senior Program Manager for ServiceNow Portal

May 2015 – September 2015

Professional Services | Hospital ITIL Practice

October 2014-April 2015

Strategically partnered with the CTO to lead Healthcare Service Transformation, building a cross-functional ITSM team and driving tools and process migration for enhanced efficiency.

Security Architecture Services | Global Entertainment and Consumer Electronics Technology

June 2014 – October 2015

OCM for ITSM, HIPAA, HITRUST, GRC Professional Services | Global Healthcare Biotech Operations

March 2014 – May 2014

ITIL Senior Process Consultant | Global Entertainment and Consumer Electronics Technology

November 2013- February 2014

Drove the design and delivery of ITIL and Information Security Service Catalogs, leading the Salesforce Service Catalog rollout with a strategic roadmap, executive adoption, and KPI optimization.

Technology Solutions Provider | Life Sciences

January 2013 – November 2013

Spearheaded IT Disaster Recovery business analysis, ensuring SOX and CSF compliance, while driving IT Asset Management Remediation, KPI tracking and RAID management.

SIAM, eCommerce, Cybersecurity Consulting | Public Sector

February 2012 – December 2012

Employment Company | Outplacement

Recruiter. Business Talk Radio/Social Media collaboration

October 2001 - February 2012

Software Company | Cybersecurity

Global PMO Manager, Help Desk Lead. Market Intelligence

March 1998 - June 2009

AWARDS & PUBLICATIONS

- [National Institute of Health](#): Application impact: Risk-based approach to disaster recovery: 2014 publication Journal of Business Continuity & Emergency Planning
- Speaker: Rock Star Change Management: PMI (Project Management Institute)
- Energized IT Service Management Whitepaper: 2017 publication itSMF USA
- [Implementing Service and Support Management Processes](#): 2005 publication by HDI available on Amazon

CERTIFICATIONS & SKILLS

- **Certifications:** Six Sigma Green Belt, ITIL Foundations v4, PPM Demand Management, Agile Development 2.0
- **Skills:** ServiceNow, Remedy, JIRA, ALM, Agile, SDLC, ITIL, Change Management, Risk Management

EDUCATION: Marketing, CIS, and Fine Arts at Illinois State University, Foothill College, and Los Positas College



LinkedIn Professional Profile at [Dawn C Simmons \(Khan\)](#)