CURTIS MILLER

Indianapolis, IN | pensctm@comcast.net | 317-654-7268 | LinkedIn

ENTERPRISE ITSM & SERVICENOW LEADER | Digital Transformation | ITIL/Process Governance | ITOM/CMDB | Automation & Analytics

PROFESSIONAL SUMMARY

Senior technology leader with 20+ years of experience modernizing enterprise service management and delivering ServiceNow platform outcomes across regulated environments. Expertise spanning ITSM process governance (Incident/Problem/Change), ITOM (Event Management/Discovery/Service Mapping), CMDB strategy, platform analytics, and automation/AI enablement. Trusted partner to infrastructure, cloud, security, and engineering leaders—translating business objectives into scalable solutions that improve reliability, reduce MTTR, strengthen compliance, and elevate end-user experience.

CORE COMPETENCIES

ServiceNow: ITSM, ITOM (Event Mgmt, Discovery), Service Mapping, CMDB, SPM, IRM/SIR, HAM/SAM, CSM | ITIL Service Management: Incident, Problem, Change, Configuration, Knowledge, Service Catalog | Service Operations: Monitoring/event correlation, alert noise reduction, major incident management, SLA/SLO reporting | Governance: CAB optimization, risk assessment, lifecycle standards, controls & compliance alignment | Delivery Leadership: Program/project management, roadmap planning, stakeholder management, cross-functional teams, vendor/SIAM | Data & Insights: KPI dashboards, trend analysis, root-cause analytics, performance reporting | Automation & AI: Workflow automation, self-service enablement, AI-assisted triage, GenAI use cases for ITSM | Integrations: Platform interoperability, data flow optimization, enterprise tooling alignment

PROFESSIONAL EXPERIENCE

Eli Lilly and Company – Indianapolis, IN (Current Role)

Associate Director, Service Management Office

• Lead enterprise ITSM modernization across Incident, Problem, Change, Configuration/CMDB, and Event Management—driving process maturity, governance, and measurable service reliability improvements.

• Improved MTTR 15% and reduced incident reassignments ~20% by optimizing workflows, implementing automation, and piloting AI-assisted triage.

• Reduced repeat incidents ~25% by strengthening Problem Management, standardizing RCA practices, and operationalizing trend analysis.

• Increased change success rate 10–15% by enhancing governance (CAB optimization), improving risk assessment, and tightening change controls.

• Improved CMDB quality and service mapping accuracy ~20%, strengthening impact analysis, dependency visibility, and decision support.

• Implemented event correlation and monitoring improvements, reducing alert noise ~30% and accelerating response/engagement for critical issues.

• Established enterprise SLAs/KPIs and executive dashboards, improving visibility and driving a 15% increase in SLA adherence.

• Defined service design standards and lifecycle governance, improving consistency and reducing onboarding time for new services ~20%.

• Delivered automation that reduced manual operational effort ~15% across support teams (routing, approvals, notifications, and self-service enablement).

• Partner with cloud, security, and engineering teams to align service management practices with compliance, auditability, and enterprise standards.

Technology Partners (2021 – 2025)

Senior Technical Architect / Consultant / Program Manager

• Led enterprise ServiceNow implementations and ITSM/ITOM transformations, accelerating delivery 10–20% through reusable frameworks, automation, and strong release/change governance.

• Owned solution architecture from discovery through go-live—translating business outcomes into scalable platform designs, user stories, and backlog priorities.

• Designed workflow automation and integrations to eliminate manual processing (~20% reduction) and improve data quality across connected systems.

• Directed cross-functional teams and mentored consultants, improving delivery predictability and reducing rework ~15% through standards, reviews, and coaching.

• Facilitated executive and practitioner workshops (process, operating model, reporting) to align stakeholders, clarify requirements, and reduce delivery risk.

• Supported pre-sales and roadmap strategy—scoping work, estimating effort, and shaping value cases that contributed to new revenue and account growth.

CNO Financial – Indianapolis, IN (2020 – 2021)

Lead ITSM Architect

• Defined and executed ServiceNow platform strategy and technical roadmap, improving scalability and reducing technical debt ~15%.

• Improved platform interoperability and data flows across enterprise applications, enabling more reliable reporting and operational decision-making.

• Implemented SIAM governance and operating model practices, improving vendor accountability, service performance, and KPI transparency.

MISO – Carmel, IN (2016 – 2020)

Multiple ITSM Leadership Roles

• Managed a 10-member ITSM team supporting critical infrastructure, improving service delivery performance ~15% through standards, coaching, and operational discipline.

• Reduced incident resolution time ~10–15% through process improvements, improved intake/routing, and targeted training for support teams.

• Built training and enablement programs that improved productivity and reduced onboarding time ~20% for new team members.

• Delivered service catalog and process enhancements to improve self-service adoption and overall user satisfaction.

• Established governance and reporting frameworks to improve executive visibility, prioritization, and decision-making.

EDUCATION & CREDENTIALS

Bachelor of Arts, Baylor University

ServiceNow Certifications (13+)

Certified Application Developer (CAD); Certified Implementation Specialist (CIS) – ITSM; Customer Service Management (CSM); Hardware Asset Management (HAM); Software Asset Management (SAM); Discovery; Event Management; Platform Analytics; Strategic Portfolio Management (SPM); Service Mapping; Certified System Administrator (CSA); Integrated Risk Management (IRM); Security Incident Response (SIR)

Certifications:

ITIL Expert | CISA | Certified ScrumMaster (CSM) | SIAM Foundation | Microsoft Azure AI Fundamentals | Generative AI for ITSM | Agentic AI Professional