

Mark A. Ceely

727.560.3822

Mark.Ceely@BECKStrategies.com

Business Professional with 20+ years of combined project management, business management, leadership, and technical experience in multiple industries.

SUMMARY OF QUALIFICATIONS

- Proven executive managing multiple distributed teams with effective communication.
- Pro-active and results-oriented to alignment with business needs.
- Proven Project/Program Management and Leadership skills.
- Strong Business Process and technical ability across varied industries.
- Outstanding analytical, communication, and presentation skills.
- Proficiency in Netcool, Tivoli, SharePoint, MS Project, Excel, and PowerPoint.

PROFESSIONAL EXPERIENCE

**BECK Strategies Inc. – ServiceNow Premier Partner
Co-Founder & CEO**

2018 – Present

- Anchor the engagement effort for assignments, all the way from business process consulting and problem definition to solution design, development and deployment.
- Pivotal to problem definition and discovery of the overall solution and guide teams on project processes, deliverables.
- Key advisor to architecture and design reviews.
- Anchor business pursuit initiatives, client training, in-house capability building.
- Implemented ServiceNow ITSM, ITOM, ITBM, SecOps and GRC for multiple Fortune 500 companies.
- Build trust relations with key partners and stakeholders and act as a point of contact for important shareholders.
- Analyze problematic situations and occurrences and provide solutions to ensure company survival and growth.
- Maintain a deep knowledge of the markets and industry of the company.
- Certified ServiceNow Administrator
- ServiceNow Micro Certifications:
 - Micro-Certification – Agile and Test Management Implementation
 - Micro-Certification – Application Portfolio Management
 - Micro-Certification – Asset Models Management
 - Micro-Certification – Automated Test Framework
 - Micro-Certification – CSM with Service Management for Implementers
 - Micro-Certification – Enterprise Onboarding and Transitions
 - Micro-Certification – Flow Designer
 - Micro-Certification – HR Integrations
 - Micro-Certification – IntegrationHub
 - Micro-Certification – Performance Analytics
 - Micro-Certification – Predictive (Agent) Intelligence
 - Micro-Certification – Service Portal
 - Micro-Certification – ServiceNow Platform Subscription Model
 - Micro-Certification – Virtual Agent
- ServiceNow Security:
 - Security Operations - Technical Consultant
 - ServiceNow Security Hardening Guidelines
 - ServiceNow Secure Coding Guidelines
 - Platform Security
 - Security Incident Response
 - Threat Intelligence Edge
 - Vulnerability Response
- ServiceNow Delivery Specialization:
 - Event Management
 - Incident Management Technical Accreditation
 - Platform Core - Technical Consultant Accreditation
 - Service Portal Technical Consultant Accreditation
 - Edge Encryption Technical Accreditation
 - Express Technical Accreditation
 - Orchestration Technical Accreditation

- Project Portfolio Suite Technical Accreditation
- Performance Analytics Technical Accreditation
- Human Resources - Solution Delivery Manager
- SAIF Fundamentals
- ServiceNow Pre-Sales Specialization:
 - IT Service Management (ITSM)
 - IT Operations Management (ITOM)
 - Customer Service Management (CSM)
 - Human Resources Service Delivery (HRSD)
 - Security Operations (SecOps)
 - Software Asset Management (SAM)
 - IT Business Management (APM, FM, PPM)
 - Governance, Risk and Compliance (GRC)
 - Now Platform
 - Platform Intelligence
- ServiceNow Sales Specializations
 - IT Service Management (ITSM)
 - IT Operations Management (ITOM)
 - Customer Service Management (CSM)
 - Human Resources Service Delivery (HRSD)
 - Security Operations (SecOps)
 - Software Asset Management (SAM)
 - IT Business Management (APM, FM, PPM)
 - Performance Analytics (PA)
 - Governance, Risk and Compliance (GRC)
 - Platform
- BigPanda Certified Administrator
- New Relic Certified Performance Pro
- AppDynamics Sales and SE Kickstarter Certification
- Splunk
 - Splunk Certified IT & App Sales Rep
 - Splunk Certified Sales Rep II
 - Splunk Certified Sales Rep I
 - Splunk Certified User

P5 Solutions LLC – ServiceNow Elite Partner

2018 – 2018

Director of Engagement and Professional Services

- Develop high quality business strategies and plans ensuring their alignment with short-term and long-term objectives.
- Oversee all operations and business activities to ensure they produce the desired results and are consistent with the overall strategy and mission.
- Build trust relations with key partners and stakeholders and act as a point of contact.
- Maintain a deep knowledge of the markets and industry of the company.
- Anchor ServiceNow engagement effort for assignments, all the way from business process consulting and problem definition to solution design, development and deployment.
- Pivotal to problem definition and discovery of the overall solution and guide teams on project processes, deliverables.
- Key advisor to architecture and design reviews.
- Anchor business pursuit initiatives, client training, in-house capability building.
- Pipeline Management
- Staff Management

Infosys Limited – ServiceNow Global Elite Partner

2015 – 2018

ServiceNow Professional Services Manager for North America

- Anchor the engagement effort for assignments, all the way from business process consulting and problem definition to solution design, development and deployment.
- Pivotal to problem definition and discovery of the overall solution and guide teams on project processes, deliverables.
- Key advisor to architecture and design reviews.
- Anchor business pursuit initiatives, client training, in-house capability building.
- Implemented ServiceNow SecOps and GRC for multiple Fortune 500 companies.

ARTECH INFORMATION SYSTEMS – Contract

2011 – 2015

IBM Automation Distributed Services - Netcool and Tivoli Management for IBM

- IBM Tivoli Netcool Administrator.
- Security and Compliance for Event Management.
- IBM Tivoli Netcool OMNIbus, WebGUI, Impact, EIF Probe, SNMP Probe, Ping Probe.

- IBM Tivoli Enterprise Console.
- Developed (BPAR's) Business Process Application Reviews for numerous IBM applications.

INSIGHT GLOBAL – Contract **2014 – 2015**

IBM Tivoli Administrator for HP

- IBM Tivoli Administrator.
- IBM Tivoli Netcool OMNIBus, WebGUI, Impact, Probes.
- IBM Tivoli Manager (ITM6).

COLUMBUS COMMUNICATIONS, INC. **2008 – 2011**

Network Management Systems Manager / Project Manager

- Manage network management systems installation, maintenance and support.
- IBM Tivoli Network Manager Administrator.
- IBM Tivoli Manager Administrator.
- IBM Tivoli Configuration Manager Administrator.
- Tivoli Service Request Manager Administrator.
- Netcool Webtop/Omnibus Administrator.
- ServAssure Enterprise (SAE) Administrator.
- SharePoint Administrator.
- Develop disaster recovery plans and procedures.
- Development of operational support processes for Columbus subsidiaries.
- Establishing NMS security standards, policies, and configuration.

ARRIS / C-COR **2006 – 2008**

Project Manager / Program Manager

- Managed ServAssure Enterprise (SAE) deployments.
- Managed ServAssure Advanced (SAA) deployments.
- Performed business process analysis.
- Have signed more than 15 million in revenue.
- Have completed projects under budget in excess of 450k.
- Prepare Scopes of Work.
- Prepare project plans utilizing MS Project.
- Prepare project budgets.
- Prepare customer presentations.
- Perform customer training on SAE.

WINSTAR COMMUNICATIONS **2000 – 2001**

Project Manager / Buildout Engineer

P-COM NETWORK SERVICES **1999 – 2000**

Project Manager / Network Installation Manager

US ARMY **1998 – 1999**

Multi-channel Communications Specialist

- Secret Security Clearance

EDUCATION and TRAINING

University of Central Florida **1996**

St. Petersburg College **1995**
Associate in Arts Degree

GTE Resident School, U.S. Army **1998**
Multi-channel Communications

New Horizons Computer Learning Centers **2003**