

# Kyle Stengline

Senior ServiceNow Developer (CSA, CIS-ITSM)

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## SKILLS/MODULES

Flow Designer \* Client Scripts \* Script Includes \* Business Rules \* Scheduled Jobs \* Fix Scripts \* UI Policies \* Widgets \* Rest APIs \* Workflow \* Notifications \* Email Scripts \* Email Templates \* Inbound Actions \* ACLs \* Maintain Items \* Record Producers \* Event Registry \* UI Actions \* User Criteria \* System Properties \* Transform Maps \* Update Set Management \* Asset Management \* Task Management \* Service Portals \* Prompt Engineering \* Claude Code \* Javascript \* HTML \* CSS

## EXPERIENCE

### **NewRocket** - *Senior Software Engineer*

April 2025 - Present

Architect and deliver Service Portal experiences for enterprise clients across multiple ServiceNow instances, supporting both CSM and core ITSM use cases

Leverage Claude Code and prompt engineering to accelerate portal development — achieving a 100% increase in productivity through pre-built accelerators and AI-assisted development workflows

Build custom portals using JavaScript, HTML, and CSS in a fast-paced, client-facing environment, driving on-time go-lives across engagements

### **ManTech supporting NASA's Jet Propulsion Labs** - *Senior ServiceNow Developer*

JANUARY 2024 - April 2025

Efficiently updated billing records for thousands of assets using transform maps, achieving completion within a week

Design and implement custom flows, subflows, and flow actions to integrate and efficiently manage asset records

Integrate with FedEx API for real-time asset shipping and tracking through scheduled jobs, script includes, and Flow Designer

Update and enhance custom catalog items and widgets to provide streamlined and user-friendly data

### **Alliant Insurance Services** - *Senior ServiceNow Developer*

MAY 2023 - DECEMBER 2023

Engineered client scripts, business rules, and script includes to automate processes across RITMs, INCs, Problems and custom tables

Designed and implemented custom flows, subflows, and flow actions to automate Group Membership, and utilize IntegrationHub to create Zoom channels and manage Active Directory (AD) groups.

Undertook daily administration of user, group, and ticket management

## **ServiceNow – Senior Software Engineer**

APRIL 2021 - MAY 2023

Leveraged Flow Designer to create and optimize flows, subflows, and flow actions, enabling efficient configuration and enhancement of virtual machines through REST APIs

Developed Script Includes and Client Scripts for data retrieval from tables, populating catalog item variables, and multi-row variable sets

Pioneered the creation of Widgets to execute table queries for data display on the Service Portal and facilitated user-friendly CSV file imports, streamlining multi-row variable set population

Engineered custom applications that revolutionized story creation and triaging processes across ServiceNow Instances via REST APIs

## **Lincoln Financial Group – ServiceNow Developer, Application Development**

SEPTEMBER 2018 - APRIL 2021

Developed custom client scripts, business rules, and script includes, automating critical processes within RITMs, INCs, Problems, Tasks, and custom tables through JavaScript and Glide APIs

Led the successful implementation of Agent Workspace, customizing it for seamless integration with the IT Service Desk

Implemented robust security measures via ACLs and User Criteria, ensuring the security of tables, Catalog Items, Record Producers, and custom fields

Engineered workflows, custom tables, notifications and email scripts, significantly streamlining business processes

## **Bridgepoint Education – ServiceNow Developer**

MARCH 2017 - SEPTEMBER 2018

Solely managed a user base of 3,500 and administered five instances, including daily user access, INCs, RITMs, and CHGs

Designed and developed custom applications, catalog items, and workflows to meet the diverse needs of multiple departments

Created client scripts, script includes, business rules, and inbound actions, seamlessly integrating with third-party applications to enhance functionality and efficiency

## **EDUCATION**

### **General Assembly**

NOVEMBER 2015 - MARCH 2016

Web Development | Web Development Immersive

### **Rochester Institute of Technology**

JUNE 2008 - MAY 2011

BFA In Photography