

# Christy Sparks



## ServiceNow Administrator & Developer

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ServiceNow Certified System Administrator with a full-stack development background and 10+ years building custom web solutions using JavaScript, PHP, Python, and React. Currently leading digital strategy and revenue development at Hatton-Brown Publishers, modernizing platforms across 15+ media brands. Strong foundation in database design, REST APIs, workflow automation, and server administration (IIS, AWS) that translates directly to ServiceNow platform development. Experienced creating accessible, scalable applications with focus on security, maintainability, and user experience.

**Security Clearance:** *Eligible for Public Trust / Secret*

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## SERVICENOW SKILLS & CERTIFICATION

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### ServiceNow Certified System Administrator (CSA)

*Completed: 2026*

ServiceNow Training Projects:

#### **Automated Onboarding Workflow**

Built multi-step HR onboarding system using Service Catalog and Flow Designer with automated task assignment, email notifications, and role-based form validation via UI Policies and Client Scripts.

*Technologies: Flow Designer, Service Catalog, Client Scripts, Notifications, UI Policies*

#### **Custom Security Clearance Tracker**

Developed scoped application to manage employee security clearances with automated expiration alerts (30-day advance notice via scheduled jobs) and department-level dashboards with clearance statistics. Implemented role-based ACLs for audit compliance.

*Technologies: Scoped App, Studio, Custom Tables, Scheduled Jobs, Dashboards, ACLs*

#### **Classified Asset Access Control Workflow**

Created secure access request system with approval workflows and scripted ACLs restricting access to classified assets (SCI/Top Secret) based on clearance levels. Built analytical dashboards to track approval trends and request outcomes.

*Technologies: Access Controls, Scripted ACLs, Flow Designer, Scoped App, Dashboards, Custom Roles*

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## Education & Awards

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### **Bachelor of Science in Computer Science**

Troy University | Alabama

*Graduated: 2015*

### **AAMA Impact Award**

Alabama Automotive Manufacturers Association | Alabama

*Year Awarded: 2023*

### **Medallion Award**

Public Relations Council | Alabama

*Year Awarded: 2020*

### **Award of Excellence**

Public Relations Council | Alabama

*Year Awarded: 2019*

*Projects featured on local news for community impact and innovation.*

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# Professional Experience

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## Digital Experience Director

Hatton-Brown Publishers, Inc. | Remote

2026 – Present

- Lead digital strategy across print and digital media brands, identifying and launching new revenue streams through subscription models, digital advertising, and platform modernization
- Oversee UX, web infrastructure, and front-end development for 15+ magazine properties
- Architect system improvements to existing publishing platforms, increasing performance, accessibility, and monetization capability
- Bridge editorial, sales, and technology teams to align digital experience with audience and revenue goals

## Webmaster

Alabama Community College System | Montgomery, AL

January 2019 – 2026

- Lead development and content strategy for ADA Section 504/508-compliant sites
- Optimize SEO, performance, and UX for desktop and mobile
- Manage maintenance, security, API integrations with 99.9%+ uptime
- Coordinate cross-departmental updates via ticketing system
- Manage IIS server configurations, SSL certificates, and application pools ensuring 99.9%+ uptime
- Implement workflow automation using ticketing systems to route requests based on department/priority
- Design and enforce role-based access controls for content management across 20+ departmental users

## Freelance Web Developer & Marketing Support

Various Clients | Remote

June 2018 – Present

*(Occasional/Contract Basis)*

- Delivered custom WordPress solutions for Charter Communications and JROTC
- Led WooCommerce upgrade and custom dev for Clear Law Institute's large subscription platform
- Supported Cancer Wellness Foundation's web, print, and marketing campaigns featured on local news
- Developed Laravel components for Operation Paperback's military donation platform
- Rebuilt e-commerce and digital platforms; advise on content and tech strategy for Café Racer Magazine
- Launched Ton-Up TV streaming service and edited video content with Adobe Premiere and After Effects
- Built Python scripts for data migration and automated content processing
- Developed React components for dynamic user interfaces and real-time data visualization
- Integrated third-party APIs (payment gateways, CRM systems) via REST/SOAP protocols

## Web Developer

Hatton-Brown Publishers, Inc., Montgomery, AL

May 2007 – May 2018

- Developed and maintained 15+ high-performance magazine websites
- Founded HB Media to provide custom web solutions for small businesses
- Standardized workflows, improving uptime and cross-platform consistency

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## SKILLS

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**ServiceNow Administration:** User & Group Management, Roles/ACL Troubleshooting, Form & Table Configuration, Catalog Item Maintenance. Flow Designer Updates, Notifications, Reporting & Dashboards, Update Set Management, CMDB Essentials, Incident/Request/Change Administration

**ServiceNow Platform:** Flow Designer, Service Catalog, Studio, Scoped Apps, Business Rules, Script Includes, Client Scripts, UI Policies, ACLs, REST APIs, CMDB, Notifications, Dashboards