

LaShaunda Jeanine Allen-Allums

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Professional Summary

Strategic IT Service Management Executive with 20+ years of experience leading global service desk operations, ServiceNow implementations, and knowledge management initiatives across commercial, federal, and education sectors. Proven record in driving continual service improvements, optimizing SLAs/KPIs, and mentoring high-performing teams. Certified in HDI (Support Center, Knowledge Manager, Director), ITIL Foundations, and Dale Carnegie Leadership.

Core Competencies

- ITSM & ServiceNow Governance
- Global Service Desk Leadership
- Knowledge Management Lifecycle
- SLA/KPI Definition & Optimization
- Incident, Problem & Change Management
- Continual Service Improvement (CSI)
- Vendor & Contract Management
- Agile/Sprint Planning & Execution
- Budget & Resource Oversight
- Stakeholder & Executive Engagement

Professional Experience

IntegrityM — Alexandria, VA

Help Desk Manager | Sep 2024–Present

- Lead Tier 1–3 support for federal health programs; achieved 95% SLA compliance in first quarter.
- Designed and rolled out a full Knowledge Management lifecycle in ServiceNow—gained 40% article adoption.
- Established escalation workflows and performance dashboards, reducing average resolution time by 20%.
- Coached and developed a team of 15 specialists in technical skills and customer service best practices.

Tista Science & Technology — Rockville, MD

Customer Engagement Manager | May 2020–Sep 2024

- Directed multi-tier support and training initiatives for a large federal contract, improving CSAT from 78% to 92%.
- Championed ServiceNow knowledge base governance: created templates, trained authors, and scheduled quarterly reviews.
- Partnered with stakeholders to refine ticket categorization—cut escalations by 30%.
- Led cross-functional projects to automate routine tasks, saving 200+ staff hours/month.

T. Rowe Price — Owings Mills, MD

VP, Global Head of Enterprise Service Desk | Jun 2016–May 2020

- Oversaw 24x7 global help desk supporting 15,000+ users; managed \$3M operating budget.
- Governed ServiceNow strategy: prioritized releases, chaired change advisory board, and enforced SLAs worldwide.
- Developed business continuity plans and led disaster-recovery exercises with zero critical-path failures.

Insight Global @ Marathon Oil — Houston, TX

ServiceNow Business Process Manager | Apr 2014–Dec 2015

- Led end-to-end governance of ServiceNow enhancements, defect triage, and sprint planning.
- Designed executive dashboards and monthly control reports in Spotfire and HPQC.
- Served on governance board, aligning IT operations to corporate KPIs and change-management policies.

Direct Energy — Houston, TX

Service Desk Manager | Apr 2012–Dec 2013

- Managed technical support, access control, and incident/problem teams; hit 98% SLA targets consistently.
- Negotiated vendor contracts and maintained staffing levels to meet peak-demand SLAs.
- Built ServiceNow reports and Visio org charts to inform leadership of performance trends.

Earlier Roles

- WIPRO @ BP — Subsurface & Wells Operations Manager (2011–2012)
- Lone Star College — User Services Manager (2009–2011)
- JPMorgan Chase / IBM — Critical Ops & Infra/Ops Manager (2003–2008)
- Help Desk Operations Manager (2000–2003)
- Technology Officer (1998–2000)

Certifications

HDI Support Center Manager • HDI Knowledge Manager • HDI Director • ITIL Foundations • Dale Carnegie • Bookkeeping

Education

Texas Southern University — Houston, TX