


Jordan Mossing

(905) 432 7145 

jordan.mossing@gmail.com 

[linkedin.com/in/jordanmossing](https://www.linkedin.com/in/jordanmossing) 

EDUCATION

Bachelor of Business
Administration - Brock University

CERTIFICATIONS

ITIL 4 Foundation Level
PeopleCert 2023

ITIL 3 Foundation Level Learning
Tree International 2013

Full Stack Web Development
University of Toronto 2021

SOFTWARE

Microsoft Office Suite

Service Now

JIRA

Confluence

SharePoint

Linux

SKILLS

IT Strategy

IT Service Management

Incident Management

Problem Management

Change Management

Service Transition Planning

Configuration and Asset
Management

Agile / Scrum Knowledge

ISO 27001

Business Relationship
Management

SUMMARY OF QUALIFICATIONS

- A Business-Driven IT Professional with extensive experience in the Financial Services Industry in IT Operations and IT Service Management.
- Excellent interpersonal and communication skills.
- Passionate about aligning with my business stakeholders to ensure the IT/ITSM organization creates and delivers value for the business.

PROFESSIONAL EXPERIENCE

Interac Corp. | June 2022 – March 2024

Senior Operations Specialist, ServiceNow ITOM |Service Transition

- Lead Member and 1st Assistant Scrum Master to the Lead Scrum Master.
- Successfully integrated 3 new core Interac services into ServiceNow.
- Act as a key stakeholder for integration of NEW Services into ServiceNow ITOM.
- Integral member ensuring Service Management processes align with the business stakeholder's expectations, business objectives, and that this is reflected in ServiceNow.
- Lead stakeholder for strategy, design, and integrations in ServiceNow when Incident, Problem, and Change (IPC) are involved.
- Lead voice with authority and influence for IPC modules and what they require from the Configuration Management Database (CMDB) module to be most successful.

Interac Corp. | Sept 2022 – March 2024

Senior Analyst, Enterprise Change Management

- Integrated a Continual Service Improvement Culture within the Change Practice, which resulted in **over \$200,000 in cost savings** as well as an improved Organizational Culture & stakeholder's perception of the Change Practice.
- Revamped Interac Corp's standard change process to enable change across the organization and promote Continual Service Improvement and Agile Methodologies.
- Standardized 100 routine and low risk changes activities to **save Interac \$44000 per month**.
- Pinpointed an inefficiency with a vendor tool, where my findings and business case led to a **\$25000 cost savings** for Interac Corp.

CGI | Oct 2021 – Sept 2022

Senior Consultant, Global Wealth & Capital Markets Solutions

- Scored over **96%** on Client Satisfaction Assessment Program (July 2022).
- Senior Service Delivery member and leader for CGI's Securities Processing product.
- Built Knowledge Base from scratch to significantly improve level of support and service CGI provided their clients for the Product I was responsible for.
- Provide recommendations to clients ensuring planned releases are delivered according to CGI's commitments and client expectations.

TD US | America's Most Convenient Bank | July 2017 – Dec 2020

Senior IT Operations Specialist | Implementation Manager | Change Management

- Responsible for overseeing all changes for TD Bank Group's U.S. Business.
- Reviewed and approved approximately 300 IT changes monthly, resulting in a 98% successful implementation rate.
- Responsible for the operational readiness of all new U.S. applications being onboarded, ensuring frontline IT operations staff are trained on escalation processes.
- Lead weekly Production Readiness Change meetings with technical staff, project teams, and project managers to ensure smooth deployments into TD Banks

Jordan Mossing

PROFESSIONAL EXPERIENCE CONTINUED

TD Bank Group | Oct 2013 – July 2017

IT Team Leader, Batch Processing and File Transfer Operations – Incident Management

- Manage a 24/7 team of frontline staff consisting of IT Operations Analysts.
- Handled approximately **200 incidents monthly**, leading **99.5%** of them to resolution without financial level (service level agreements) impact to TD Bank Group.
- Streamlined headcount from **6 to 5** after someone left and saved TD Bank Group approximately **\$70000/year** due to the successful implementation of a cross training initiative.

TD Bank Group | July 2010 – Oct 2013

IT Analyst III, Batch Processing and File Transfer Operations - Incident Management

- Responsible for providing frontline monitoring and support of TD Bank Group's critical applications (including mainframe and distributed environments).
- Ensure incidents are resolved promptly mitigating impact to TD Bank Group.
- Responsible for providing training to newer members.
- Multiple Act for Impact Award recipient **2011, 2012, 2013**.