

# Jeffrey Miles

11403 E 105<sup>th</sup> St N Owasso, OK 74055 

608.215.4893 

[jeffrey.miles@servicenow.com](mailto:jeffrey.miles@servicenow.com) 

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

**Deeply Technical, Strategic & Forward Thinking, People-centric Leader** – Sought after for deep technical expertise and strong interpersonal skills as well as the ability to build and nurture high-performing results-oriented teams. Highly sought-after mentor and coach with a reputation for commitment to core values of integrity, honor, and compassion.

---

## Key Strengths

Deeply Technical • Operational Excellence • Team Leadership & Development • Mentoring & Coaching • Vendor Relationship Management • Change Management • Strategic Planning • Continuous Improvement Mindset

---

JUNE 2021 – PRESENT

**Principal Customer Success Architect / ServiceNow, Owasso, Oklahoma**

Executive advisor responsible for helping Fortune 100 companies accelerate their digital transformation and drive value for their organizations. Customers included Nike, PepsiCo, and Microsoft.

### Additional Key Projects:

- TPx Communications – partnered with TPx Communications and IBM to design and build a proof-of-concept integration between ServiceNow's Order Management for Telco and Customer Project Management modules to allow for faster project execution. TPx implemented the solution and the Telecommunications Service Management Product team is incorporating the integration into the Vancouver release (safe harbor)
- Built Platform Engagement application for better communication and management of tasks with customers.
- Built a Renewals tracking app to allow Customer Success Architects and Customer Success Leadership to track the narrative surrounding motion 1 renewals (conversion of Legacy Customer Success to Impact) to better support the sales team. Currently working with Impact BU as the first citizen developer in the Impact Digital Experience to incorporate the renewals app into the Impact product.

APRIL 2021 – JUNE 2021

**Midstream Digital Innovation – Digital IT Business Solutions Refining & Midstream / Phillips 66, Bartlesville, Oklahoma**

Primary IT point of contact responsible for the evaluation of new technologies and startups partnering with the Phillips 66 Midstream business to drive business transformation through the use of innovative digital technologies.

FEBRUARY 2018 – APRIL 2021

**Supervisor, IT Logistics – Digital IT Business Solutions Refining & Midstream /**  
Phillips 66, Bartlesville, Oklahoma

Key IT Leader and Product Manager responsible for the team managing IT systems partnering with Midstream Logistics organization and Midstream Financial Services to drive value for Phillips 66 through digital transformation. Responsible for managing projects over \$12M/year. Managed a global team of 30+ employees & contractors as well as industry-leading vendors to deliver on projects and provide front-line support to the business.

**Key Projects: Gray Oak & Sweeny Hub Phase 2 Business Systems**

- Program Success Lead for multi-project program responsible for building/implementing back-office management systems (Accounting, Measurement, Customer Portal, Scheduling, and Integrations) for both the Gray Oak Pipeline and Sweeny Hub reconfiguration Phase 2 simultaneously with go-lives during the global pandemic of 2020.
  - Gray Oak pipeline was Phillips 66's largest pipeline construction project in history. The pipeline spans 850 miles and has a 900K barrel per day capacity.
  - Sweeny Hub Reconfiguration Phase 2 added two new NGL fractionators adding 300K barrels per day of fractionation capacity.

APRIL 2014 – FEBRUARY 2018

**Supervisor, Customer Support Technology & Operational Change Management /**  
Phillips 66, Bartlesville, Oklahoma

IT Leader responsible for implementation and strategic direction for customer support technologies including ServiceNow and xMatters. Partnered with IT leadership to transform the way IT delivered services to the business through ServiceNow Platform utilization.

**Key Projects: ServiceNow Implementation & Optimization**

- Established Phillips 66 as a thought leader within the ServiceNow community through innovative use of the ServiceNow platform.
- Active participant in ServiceNow User Groups and elected as a member of the ServiceNow Product Advisory Board.

APRIL 2013 – APRIL 2014

**Applications Architect – Web Application Services /** Phillips 66, Bartlesville, Oklahoma

Led the Application Services group in the adoption of new technologies and methodologies to provide more modern and user-friendly applications to the Phillips 66 business units to transform the way Phillips 66 Application Services provided applications to the business. Primary 3<sup>rd</sup> party vendor contact for all new web development technologies responsible for evaluation and final decision on incorporation into current web development standards.

**Key Projects: DAISY Design & Event66**

- **DAISY:** Partnered with the German Marketing group to design mission-critical daily sales reporting and exception handling application to allow the business to stay in compliance with strict German government reporting requirements.
- **Event66:** Partnered directly with the Chief Information Officer to pilot modern web development technologies to create an application that effectively filled a need for allowing skip-level small group meetings with IT leadership to further IT leadership's goal of more effectively getting to know the larger IT organization.

JUNE 2011 – APRIL 2013

**Marketing Lead Developer – Web Application Services /  
ConocoPhillips/Phillips 66, Bartlesville, Oklahoma**

Led team of developers in supporting the US Marketing business, including successfully fending off denial of service attacks on public-facing marketing applications.

**Key Projects: ConocoPhillips/Phillips 66 spin-off (Marketing) & Salesforce Integration**

- **Spin-off:** Led an international team of developers in migrating US, UK, & German Marketing applications from the ConocoPhillips network to the newly created Phillips 66 network with zero unplanned outages or downtimes.
- **Salesforce Integration:** Partnered with the US Marketing group to integrate Salesforce with internally developed Marketer portal including generic, reusable custom integration which transformed Salesforce native objects into expected business objects using custom Salesforce query and code generation application I created for the team to enable more efficient integration.

**Additional Accomplishments during tenure at Phillips 66:**

- Led/Organized a Global IT conference showcasing IT functions and offerings (2013, 2014, & 2016)
- Led/Organized Information Protection Week Conference to raise Cybersecurity awareness of the Phillips 66 organization (2016)
- Led/Organized Global IT Leadership Summit (2017)
- Created Productivity@Work group to educate Phillips 66 employees & contractors on how to be more productive. Currently, P@W is the primary educational vehicle for the digital end-user experience transformation at Phillips 66.

2007 – PRESENT

**Owner/Software Developer / Two Miles Solutions, LLC  
Madison, WI & Owasso, OK (full-time 2007-2011/Part-time 2011-Present)**

Partnered with small business owners to build software solutions that were built to last and built to change. Many of the solutions developed during the full-time portion of running Two Miles Solutions are still in active use today with little to no change needed. However, when changes are needed time to change is a fraction of other systems due to how the systems were built.

2005 – 2007

**Software Development Lead / Product Manager Centerpoint Order Entry System /**  
WTS Paradigm Madison, WI & Owasso, OK

Led team of developers to partner with window and door manufacturing companies to build the industry-leading fenestration order entry system. Partnered with the two largest US window and door manufacturers to enhance the order entry software to meet the unique demands of the manufacturers.

2001 – 2005

**Lead Developer – Medical Informatics / Epic Systems Corporation, Madison, WI**

Led a team of developers and medical doctors to provide critical decision support and smart ordering software built to alert medical providers or potential adverse treatments prescribed within the Ambulatory medical record software as well as guide the order entry process towards evidence-based treatment plans. Primary 3<sup>rd</sup> party vendor contact for all decision support and standard medical lexicon vendors responsible for evaluating incorporation into the Inpatient and Ambulatory medical record software.

JUNE 2001 – NOVEMBER 2001

**Business Consultant / Arthur Andersen, LLP, St. Louis, MO**

---

## **Education**

MAY 2001

**Bachelor of Science – Mathematics & Computer Science with Religion Minor •**  
Drake University, Des Moines, IA • 3.89 GPA (3.97 Major GPA)

---

## **Professional Development**

Eagle Scout – Boy Scouts of America (1997) • ITIL v.3 Certified (2015) • AWS Certified Cloud Practitioner (2020) • Certified Scrum Master (2021)