Mario Chanes

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Principal ServiceNow Consultant

ServiceNow architecture, integration engineering, and security workflows.

I combine solution architecture, technical leadership, and hands-on engineering to address complex security, compliance, and operational requirements. Since joining C1Secure in 2014, I have helped build and evolve its ServiceNow platform and delivery capability.

SELECTED ACCOMPLISHMENTS

- Contributed to publishing more than 15 applications to the ServiceNow Store through my work at C1Secure.

EXPERIENCE

C1Secure | November 2026 - present

Principal ServiceNow Consultant

Lead ServiceNow solution architecture and technical delivery, combining customer consulting, integration engineering, and platform stewardship.

- Translate customer requirements into solution designs, implementation priorities, and delivery plans.

- Design and build JavaScript, REST, and GraphQL integrations connecting security findings with asset context, ownership, and remediation workflows.

- Develop and extend vulnerability-response, compliance-review, exception-management, and identity workflows.

C1Secure | February 2014 - November 2026

ServiceNow Senior Administrator | Developer | Implementer | Automation

ServiceNow solution design, integration engineering, and technical delivery across commercial and federal programs.

- Translated business requirements into solution designs, integrations, and delivery priorities.

- Built and adapted security, compliance, identity, and remediation workflows.

Consilium1 | 2013-2014

Technical Services Consultant

Supported Windows migration engagements, coordinating hardware upgrades, user-data migration, and adoption.

- Worked with municipal government and healthcare customers to minimize end-user disruption.

City of Rochester | 2012-2013

Client Services Intern

End-user support and troubleshooting with infrastructure, networking, and security teams.

Lowe's Home Improvement | 2012

Infrastructure Intern

Automated DB2 cloning and restoration on IBM AIX with Korn shell.

- Focused on making a repeatable infrastructure process easier to run.

SELECTED PROJECTS

Cloud findings in ServiceNow

Professional project | Integration implementation

I built ServiceNow integrations using GraphQL and JavaScript to connect security findings with asset context and remediation ownership.

Connected security findings to asset context and remediation ownership in ServiceNow.

Scope: This summary describes general engineering capabilities. Client identities, operating data, project chronology and proprietary implementation details are withheld. Independent outcome metrics are not claimed.

ServiceNow compliance review workflows

Professional project | Workflow development

I led ServiceNow requirements, solution design, and workflow development to connect findings, review records, and exception handling.

Connected records and review steps through repeatable ServiceNow workflows.

Scope: Internal program names, client policies, implementation artifacts and regulatory status are not disclosed. This is an engineering-capability summary, not an authorization or compliance determination.

Identity and access workflow integrations

Professional project | Integration implementation

I developed ServiceNow integrations using REST APIs, JavaScript, and scheduled jobs to coordinate access requests, approvals, and identity-system updates.

Connected access-governance workflows with underlying systems of record.

Scope: No client access data, internal permission model, source code or measured business savings are published.

Study Reader: reading and speech

Personal project | Local development

An AI-assisted React/TypeScript reading app with a Python/FastAPI pipeline for document extraction, local OCR, speech, and saved progress.

Current source and documentation show implemented reading, navigation, and library features. The acceptance record retains physical installation, sustained playback, and recovery verification gaps.

Scope: Not presented as a household-ready release. Local GPU model evaluations are exploration, not proof of deployed production AI.

EDUCATION

Rochester Institute of Technology

Bachelor of Science in Information Technology; Minor in Psychology | 2013

SELECTED CREDENTIALS

Certified Implementation Specialist - Data Foundations (CMDB and CSDM) | Mainline certification | Earned · current standing to confirm

Certified Implementation Specialist - Security Incident Response | Mainline certification | Earned · current standing to confirm

Certified Implementation Specialist - Vulnerability Response | Mainline certification | Earned · current standing to confirm

Certified Application Developer | Mainline certification | Expired

Delivery Accreditation - AI Agents | Delivery accreditation | Completion recorded

Micro-Certification - Integration Hub | Micro-certification | Completion recorded