

Emily Pham

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EXPERIENCE

ServiceNow

March 2025 – Present

Senior Solution Consultant

Waltham, MA

- Surpassed annual revenue targets by 108%, 142%, and 125% across FY23–25, leading complex solution cycles from discovery through technical validation and executive alignment
- Designed and delivered 25+ Agentic AI workshops for enterprise customer audiences, translating complex AI concepts into practical use cases — advancing 60% to technical validation
- Leveraged Claude to build an AI-assisted architecture mapping solution that transformed customer discovery inputs into visual technology stack maps, helping uncover system dependencies, redundant tooling, and opportunities for workflow optimization and consolidation
- Served as a trusted technical advisor to customer, facilitating biweekly CIO-level workshops, rebuilding executive trust, and guiding an AI transformation roadmap that resulted in an early renewal and \$900K+ platform expansion
- Orchestrated an Executive Briefing program centered on AI-driven Field Service Management, shaping customer’s Agentic AI strategy, influencing additional platform investment, and accelerating adoption of advanced capabilities
- Managed scope, technical deliverables, and stakeholder alignment across 10+ AI Proof-of-Concept engagements, enabling customers to validate Generative and Agentic AI use cases and accelerate production readiness
- Conducted technical and business discovery with cross-functional customer teams to evaluate data flows, system dependencies, and architectural bottlenecks, translating insights into scalable workflow and integration recommendations.
- Mentored two Solution Consultants on technical discovery, demo strategy, and executive customer engagement, accelerating onboarding and strengthening team capabilities

ServiceNow

October 2024 – March 2025

Solution Consultant

Waltham, MA

- Led an 800+ attendee “Build an AI Agent” workshop at a 2025 NYC World Forum, delivering hands-on AI enablement and managing end-to-end technical program execution for executive and practitioner audiences
- Facilitated enablement workshops on Generative AI, Agentic AI, Workflow Data Fabric, and IT Operations Management for Sales and Solution Consultant teams, enhancing product expertise and technical readiness

ServiceNow

May 2023 – October 2024

Associate Solution Consultant

Waltham, MA

- Graduated from the Solution Consulting Academy and delivered 30+ ServiceNow demonstrations across ITSM, ITOM, CSM, HRSD, and SPM that drove engagement and influenced Mid-Market prospects and customers across the Northeast region

Sprinklr

May 2022 – May 2023

Associate Managed Services Consultant

Chicago, IL

- Managed configurations across Sprinklr’s Care, Marketing, and Research modules, delivering high-quality deployments that improved customer experience, accelerated adoption, and enabled seamless collaboration for global enterprise stakeholders
- Implemented the AI Intuition Moderation Model across 30+ languages, automating moderation workflows, reducing manual review time by 35%, and enabling customers to meet FDA and compliance SLAs without penalty risks
- Acted as the primary technical consultant post-go-live, conducting recurring health checks, optimizing platform usage, and preventing churn through proactive recommendations and roadmap alignment

EDUCATION

University of Illinois at Urbana-Champaign

August 2018 - May 2022

Bachelor of Science in Finance

Champaign, IL

Georgia Institute of Technology

September 2025 - Present

Master of Science in Data Analytics

Remote

OTHER

- **Technical Skills:** Python, JavaScript, APIs & Integrations, Low-Code/No-Code Automation, ServiceNow Platform (ITSM, ITOM, CRM, HRSD, Flow Designer, Build Agent, AI Agent Studio, Workflow Data Fabric)
- **Certifications & Training:** ServiceNow Certified System Administrator (CSA), ITIL® 4 Foundation, ServiceNow Certified Implementation Specialist – IT Service Management (CIS-ITSM), ServiceNow Certified Implementation Specialist – Data Foundations (CMDDB & CSDM), and Demo2Win! Certified Practitioner