Jackson Cummings
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San Diego, CA

PROFESSIONAL EXPERIENCE

June '25 – present	**Senior Consultant @ Deloitte Consulting** (San Diego, CA)

GenAI Coach & ServiceNow Solutions Architect.

∟ *Ask me about:* Modernizing my GenAI coaching team with ServiceNow; demoing to and coaching 1000+ practitioners on GenAI tools; stepping into leadership roles; mentoring and upskilling team members.

June '23 – June '25	**Consultant @ Deloitte Consulting** (San Diego, CA)

GenAI Coach & ServiceNow Solutions Architect. 5+ implementations. Technical lead for HRSD/custom app development: Student Loan Repayment app for 1300+ users with $1.4M disbursement; Career Pathing app for 10k+ users; Position Management; Disaster Case Management.

∟ *Ask me about:* Managing teams & clients; facilitating design discussions; giving software demos; building assets in the Shark Tank Asset Challenge.

Sept '21 – June '23	**Analyst @ Deloitte Consulting** (Arlington, VA)

Business Analyst & ServiceNow Developer. Led discovery, process, and design sessions for large-scale federal HR transformations. Demonstrated agile delivery. Designed and facilitated in-person and virtual client trainings for ages ranging from 25 to 80.

∟ *Ask me about:* Thinking outside the box at StartUp Deloitte; onboarding 200+ junior practitioners; being a flexible team player.

June '19 – present	**Creative Director @ jxcreative** (Worldwide Web)

Creative. Dream, design, storyboard, and create short-form video content. Engage algorithmically different audiences.

∟ *Ask me about*: Pursuing a passion; learning a new skill; scheduling and managing time; behind the scenes.

CLEARANCES & CERTIFICATIONS

∟ Active DOD Secret US Security Clearance
∟ ServiceNow Certified System Administrator (CSA)
∟ ServiceNow Certified Implementation Specialist: Human Resources (CIS-HR)
∟ ServiceNow Certified Application Developer (CAD)
∟ SAFE Agilist 5.1

EDUCATION

May '21	**Virginia Tech** (Blacksburg, VA)

B.S., Business Information Technology (Decision Support Systems)
Summa cum laude, Honors College