

# ANWAR N. STEPHENS

## ServiceNow Program & Solution Delivery Leader | Full-Cycle Implementation Across CSM, ITSM & ITAM

Washington, DC | anwar.stephens@gmail.com | (804) 677-5528 | linkedin.com/in/anwar-stephens-6b52b7b1 | anwarstephens.com

### PROFESSIONAL SUMMARY

---

Management consultant with 16+ years of experience across industries, platforms, and solution types, spanning enterprise technology, analytics, and intelligent automation. Brought 6+ years of ServiceNow program leadership at Accenture, architecting and delivering full-cycle implementations, including a SAP–ServiceNow procurement integration underpinning \$55B+ in annual spend and an \$8.8B+ payments migration that cut data errors 30% and lifted task efficiency 99%, while building and leading delivery teams of up to eight. Earlier, led product management for 9 automation and analytics products, 5 ML-powered, at ArcelorMittal, the world's largest steel producer, generating \$50M+ in cumulative savings. CSPO and Lean Six Sigma Black Belt certified.

### CORE COMPETENCIES

---

Full-Cycle ServiceNow Implementation | Solution Architecture (CSM, ITSM, ITAM) | Multi-Workstream Delivery Leadership | Cross-Program Dependency Management | Executive Stakeholder Management | RICE Prioritization & RACI Mapping | Agile/Scrum Delivery | Discovery-to-Go-Live Execution | Change Management & Adoption

### PROFESSIONAL EXPERIENCE

---

#### Accenture

Oct 2019 – Present

*Product Manager, Management Consultant*

*Washington, DC*

- Owned full-cycle ServiceNow delivery, aligning senior leaders and stakeholders through requirements, design, development, UAT, deployment, and hypercare, for an ITSM catalog implementation across 6 business verticals featuring CMDB integration, configurable request types, field validation, and watchlist notifications.
- Architected and led full-cycle delivery of the SAP–ServiceNow procurement integration, from discovery through go-live, standing up ITSM workflows and API integrations for 25,000 users; eliminated processing bottlenecks across \$55B+ in annual spend.
- Directed solution architecture for an \$8.8B+ payments migration onto a modernized ERP-ServiceNow architecture, sequencing features across cross-program dependencies and aligning engineering leadership on technical approach; cut data errors 30% and raised task efficiency 99%.
- Designed and delivered full-cycle enhancements to a ServiceNow customer service platform overseeing \$50B+ in real estate assets, modernizing workflows and improving process traceability and user experience for distributed operations teams.
- Led targeted stakeholder interviews and workflow analysis to design a user access management solution from scratch, preventing an 8-month projected roadmap delay and strengthening the end-user experience.

#### ArcelorMittal USA

Jun 2007 – Sep 2019

*Product Manager, Senior Operations Technology Engineer*

*East Chicago, IN*

*Progressed from process engineer to product leader at the world's largest steel producer (\$100B+ revenue, 60 countries); owned 9 automation and analytics products end to end, 5 ML-powered, for \$50M+ in cumulative savings.*

- Delivered full-cycle implementation, discovery through 60-day hypercare, for 3 ML-powered automation products on a ~\$1B production line; built and directed engineering and analyst teams of up to eight, driving 95%+ adoption and \$35M+ in savings.
- Ran 30+ discovery interviews and VoC synthesis to shape the product roadmap for 6 automation products across 2 facilities, applying control theory analytics in live production for \$20M+ in additional savings.

### CERTIFICATIONS

---

Certified Scrum Product Owner® (CSPO), Scrum Alliance, Mar 2025 | Lean Six Sigma Black Belt®, Simplilearn, Jul 2018 | Palantir Foundry Aware Professional, Dec 2025

### EDUCATION

---

M.S., Engineering Management, Northwestern University

B.S., Chemical Engineering, University of Michigan