

Alexis Shillingford, CSM®, CSPO®

Location: Essex County, NJ | **Email:** alexisshillingford@gmail.com | **Phone:** 9086666343

Summary

Operations and administrative professional with experience supporting 24/7, regulated environments through real-time monitoring, documentation, and cross-functional coordination. Daily user of ServiceNow dashboards for operational visibility and escalation support, with strong proficiency in Microsoft 365, SharePoint, and collaboration tools.

Core Skills

Executive Support: Meeting Coordination, Leadership Support, Discretion & Confidentiality

Administrative Operations: Scheduling, Event Planning, Documentation, Process Management

Communication & Collaboration: Cross-Functional Liaison, Stakeholder Coordination

Tools: Microsoft 365, Zoom, SharePoint, ServiceNow, Google Workspace, Power BI, Notion, Miro

Certifications & Memberships

- Certified Scrum Master (CSM®) – Scrum Alliance Member
- Certified Scrum Product Owner (CSPO®) – Scrum Alliance Member
- Clerical aptitude (SASS A assessment passed)
- Google Project Management Certificate – *in progress*

Experience

Exelon Corp.

IT Executive & Administrative Support (via IT Analyst Role) | Sep 2021 – Jan 2026

- Supported **24/7 utility operations** in a regulated environment by monitoring ServiceNow dashboards for operational visibility, readiness, and time-sensitive events, including emergency and storm response.
- Coordinated **escalations, handoffs, and internal communications** across cross-functional teams to ensure continuity during high-impact and after-hours operational events.
- Maintained **high-accuracy documentation** and reference materials to support compliance-driven workflows, executive readiness, and operational continuity.
- Managed shared inboxes and request queues, **triaging inquiries and routing issues** to appropriate teams while maintaining strict confidentiality standards.
- Developed and maintained **job aids, SOPs, and process documentation** to standardize workflows and reduce operational errors.
- Provided operational and administrative support to Managers, Directors, and VPs, including **onboarding/offboarding workflows, access coordination, and internal readiness activities.**

Intern | Jan 2021 – Jun 2021

- Supported IT emergency-response workflows including scheduling, documentation updates, and internal communications for leadership teams.
- Assisted with coordination of alert systems and cross-team readiness activities.

Education

- **Western Governors University**
B.S. in Business Management (In Progress, Expected Winter 2026-27)
- **Eastern Gateway Community College**
A.S. in Business Management with Data Analytics (Jan 2023 – Jun 2024)
- **Year Up United**
Information Technology Program (Oct 2020 – Jun 2021)