



Kyle Moon

PRINCIPAL, DIGITAL TRANSFORMATION, CONSULTING, & PROGRAM MANAGEMENT

Technology and Digital Transformation Leader | ServiceNow Practice |
Program Delivery | Business Operations

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PROFESSIONAL PROFILE

Results-driven technology and consulting leader with 10+ years spanning enterprise ServiceNow delivery, IT program and portfolio management, and full P&L business ownership. Kyle advises Fortune 500 and public-sector executives, translating complex business strategy into scalable digital solutions across HRSD, ITSM, SPM/PPM, CSM, and Virtual Agent. He pairs deep platform expertise with hands-on operating experience as founder and president of a multi-state, state-accredited healthcare education company, and is recognized for leading geographically distributed teams, influencing multimillion-dollar engagements, and delivering measurable outcomes.

AREAS OF EXPERTISE

- Enterprise solution architecture
- ServiceNow platform strategy
- Program and portfolio management
- P&L and business operations
- Executive and stakeholder advisory
- Pre-sales and revenue growth
- Team leadership and development
- Agile delivery and PMO governance
- Digital transformation
- Change management
- Process improvement (Six Sigma)
- Client relationship management

CREDENTIALS

- ServiceNow Certified Implementation Specialist - HRSD (CIS-HRSD)

CREDENTIALS (CONTINUED)

- ServiceNow Certified Implementation Specialist - ITSM (CIS-ITSM)
- ServiceNow Certified Implementation Specialist - SPM (CIS-SPM)
- ServiceNow Certified System Administrator (CSA)
- Project Management Professional (PMP) - Project Management Institute
- Six Sigma Yellow Belt
- Licensed Real Estate Broker - Georgia and Colorado
- Public Trust Clearance (2024)

PROFESSIONAL EXPERIENCE

- Senior Program Manager & Solutions Consultant (ServiceNow), Insight Enterprises | January 2025 - Present
- ServiceNow HRSD Project Manager & Solutions Consultant, Jamf Software | June 2024 - December 2024
- Manager, IT Project Management / ServiceNow Solutions Consultant, ICF International | August 2022 - June 2024
- IT Project Management Analyst & Administrator, Northeast Georgia Health System | December 2020 - August 2022
- IT Project Manager, Winder Health Care | May 2014 - December 2020

EDUCATION

- Master of Science, Healthcare Administration - Georgia State University
- Bachelor of Business Administration, Management Information Systems - University of North Georgia
- Bachelor of Science, Aviation Management - Middle Georgia State University