

# Meet our Leaders

...  
This is an exciting time in the life of our established ServiceNow practice. We are rapidly growing, evolving and maturing the organization from a 30-person practice with plans to reach 100 team members by the end of 2022. We are putting in place the leadership, process, tools, and governance practice infrastructure to manage and support a world-class Elite ServiceNow Partner organization. Innovation, new ideas and creativity drive us.

We are a top IT services and testing partner with established long-term relationships with both ServiceNow and our many customers. Covestic operates with commitment, integrity and practicality and always strives to help our customers make the best decisions for their organizations. We collaborate, share tips and information, and learn from each other. Everyone here has a tremendous passion for learning.

ServiceNow continues to evolve and broaden the platform, so each of us embraces continuous learning and education to keep pace with new features and ways of working in order to pass along that knowledge to our customers. Folks not interested in life-long learning need not apply.

## Life at Covestic

- ✓ We take work/life balance seriously, so expect minimal travel
- ✓ We don't peanut-butter spread you across more than a couple of projects at a time (and we endeavor to keep it to one project/ client at a time)
- ✓ We have a mix of ServiceNow projects and managed service (continual delivery) accounts – you can often choose to move among them for a change of pace
- ✓ You will have a quarterly bonus program that recognizes and rewards your time spent on self and practice development
- ✓ We also have a peer award program. We celebrate each other's successes
- ✓ Every team member has a professional development plan, career advancement plan



**Lynne  
Reynolds**

Business Operations  
Manager with Covestic,  
a Milestone company

...  
I operate as a “servant-leader” believing that you hire talented people, provide them with the tools and training they need to do their job and then get the heck out of the way. I strive to provide support and remove roadblocks for team members across the practice while keeping an eye on our overall practice objectives.

I'm new to the Business Operations Manager role, but I've spent +12 years working on ITSM and ServiceNow projects with Covestic.

I know what it takes to define and deliver solutions to clients – and my years with Covestic have been the most exciting of my 27 years in IT.

- ✓ We have candidate and sales referral bonuses available to delivery staff
- ✓ Our approach to scoping, project management and SDLC is top-notch (and our clients often tell us the best they've seen, and they've often adopted our tools and practices); this means you can expect a smooth, steady, collaborative and chaos-free work environment!

