

AZIM PATHAN

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PROFESSIONAL SUMMARY

Sr. IT Governance Analyst at Cathay Bank with 2+ years of experience configuring ServiceNow workflows, dashboards, and risk/impact models to support enterprise IT Change Management. Partner closely with ServiceNow administrators on workflow design, requirements gathering, and integrations. Looking to take ownership of the platform as a ServiceNow Administrator and expand its impact at the bank.

WORK EXPERIENCE

Senior IT Governance Analyst (Promoted) | Cathay Bank, El Monte, CA Mar 2026 – Present

IT Governance Analyst | Cathay Bank Dec 2023 – Feb 2026

- Served as the bank's enterprise Change Manager and ITCM program owner— maintaining and improving the program while identifying gaps that drove new features, workflow builds, policy rewrites, and audit finding resolutions across all IT/IS teams and business units.
- Designed, tested, and shipped a SNOW risk & impact assessment module into production— gathered requirements, architected the logic and questionnaire flow, partnered with developers through QA, and deployed a solution now adopted on all IT changes.
- Troubleshoot SNOW integrations with Tenable and Microsoft Copilot Studio (AI Agent), diagnosing Okta SSO authentication failures at the OAuth/API layer, configuring the OAuth Application Registry, coordinating with platform and IAM teams on resolution.
- Built and tested an automated approval workflow in the ServiceNow developer environment— currently in regression testing and pending production deployment.
- Scripted, recorded, and produced the enterprise ITCM training program from scratch— publishing through the corporate LMS in partnership with L&D team & achieved a 97% completion rate across all 2,000+ employees, remediating audit findings.

IT Consultant (Contractor) | Benchmark Consulting | Los Angeles, CA

Oct – Dec 2023

- Built a custom website with integrated LMS, business email setup & routing, and workflow automation — directly translating client requirements into technical solutions.

Cybersecurity GRC Analyst Intern | Skechers USA, Inc. | Manhattan Beach, CA

May – Sep 2023

- Conducted 15+ vendor risk assessments (SOC 2, PCI-DSS, GDPR, CCPA) using ZenGRC and ServiceNow — configuring assessment records, tracking vendor responses, and reporting risk posture to leadership.
- Developed two security awareness presentations from scratch, a company-wide new hire session and a C-suite briefing on executive-level threats, adopted by security leadership for enterprise delivery.

Systems Administrator Intern | PCL Construction | Glendale, CA

Jun 2022 – May 2023

- Supported IT operations for 350+ employees using ServiceNow for ticket management and incident tracking; managed Active Directory user access and hardware lifecycle. Assisted with deployment of network equipment across various job sites.
- Set up new hire workstations and system access, imaged workstations via PXE boot, and maintained hardware/software license inventory across the district.

EDUCATION

B.S. Computer Information Systems | Cal State University, Los Angeles | 4x Dean's List

May 2023

A.S. Business Administration | Mt. San Antonio College

Jun 2021

CISA (Exam Candidate)

Sep 2026

ServiceNow Certified System Administrator (CSA)

(In Progress) Oct 2026

TECHNICAL SKILLS

ServiceNow: Workflow & Business Rule Configuration, CAB/Change Management Module, Risk & Impact Assessment Design, Dashboards & Reporting, Knowledge Base Administration

AI, Automation, & Scripting: PowerShell, Power Automate, Process Documentation, AI Agent Development

IT Systems: Active Directory, SCCM, Tenable API Integration, Power BI, Excel (Advanced)

Frameworks & Standards: ITIL 4, NIST 2.0, FFIEC, FDIC

PROFESSIONAL DEVELOPMENT

- Technology Vice Chair, ISACA Los Angeles (2026)** – Leading chapter technology strategy, governance, tech stack, website, platform initiatives, volunteer onboarding, and building on prior experience as Development Team Lead (2022-2023).
- Assistant Lecturer, Cal State LA (2022 – Present):** Develop and deliver supplemental instructional content, including 20+ educational YouTube videos that simplify complex technical Java OOP concepts for university students.