



Danielle Gowen, Professional Bio
Information Technology Service Management (ITSM) Educational Specialist
Business/Career Training & Development Specialist

Danielle Gowen is a seasoned professional in the IT Service Management industry. Since 1990, she has successfully deployed technology solutions in both a warehouse distribution and K-12 school district environment. Customer support, field technician, software/technology trainer, and technical support manager sum up her experience over 17 years. Her ITSM responsibilities from 1997 through 2005 included the management of help desk, hardware/network/desktop support, IT acquisitions, and IT inventory for K-12 school districts. She was specifically charged with the formation of the centralized support center and operations in 2000 across disparate support/technical groups and 14 different school districts. Industry best practices and resources from HDI and ITIL (Information Technology Infrastructure Library) assisted her in accomplishing this goal. In her IT manager role, she created processes to ensure efficient and effective IT support operations and delivery of IT services. She customized the support tool to match the processes and leveraged its use in other business units such as facilities and operations, and remote site help desks within the school districts.

Prior to embarking on a career in the IT industry, Danielle worked in bookkeeping and office management for 18 years. This experience affords her astute insight into the necessary training & development requirements for staff throughout any organization. Since 1993, she has enthusiastically and successfully delivered training for technical, soft skills, and process improvement areas to both IT and general business professionals. She is president and founder of HDI Hudson Valley Chapter (2003 – present), a previous Authorized Training Partner for HDI certification courses, CompTia A+ Certified, and an Accredited ITSM/ITIL instructor. In July 2006 she achieved the prestigious ITSM v2 Service Manager (Masters) Certification. In January 2008, by special invitation to sit for the beta exam, she achieved the new ITIL v3 Expert Certification. Since 2005, Danielle has traveled the United States extensively teaching all levels of ITIL certifications. Students consistently validate her broad knowledge of ITIL and her ability to deliver the courses in meaningful ways.

As President, CEO, and lead educational specialist of her own company, Danielle practices what she teaches which is evidenced by her successful entrepreneurship. She holds memberships in ASTD (American Society for Training & Development), HDI (Help Desk Institute), AMA (American Management Association), and itSMF (Information Technology Service Management Forum). She received undergraduate degrees in Computer Information Systems (A.A.S., 1991) and Organizational Management (B.S., 2001). A firm believer that “learning is living”, Danielle is highly pro-active about her own professional development and the practice of professional networking. As an educational specialist, her reward is founded in the empowerment she transfers to her students that contributes to their personal and professional success.