



CAMERON HECKSTALL-SMITH

Senior ServiceNow Consultant · SecOps & IRM
Director · Streamline Consultancy Group LTD

SUMMARY

ServiceNow consultant with 8+ years of end-to-end delivery, specialising in Security Operations (Vulnerability Response, Security Incident Response, Threat Intelligence) and Integrated Risk Management. Most recently contracted directly by ServiceNow Professional Services as design authority on a global Vulnerability Response programme, following more than three years as sole SecOps architect on easyJet's award-winning implementation. Holds 11 ServiceNow Implementation Specialist certifications plus CAD and CSA, with delivery across aviation, financial services, critical national infrastructure and UK government.

Covers the full lifecycle: running discovery and design workshops, defining target operating models, leading or guiding build teams, and briefing CISO-level stakeholders. Operates as Director of Streamline Consultancy Group, owning engagements solo or working as technical lead within client, partner and vendor teams.

EXPERIENCE

Streamline Consultancy Group LTD · Director & Senior ServiceNow Consultant 2023 – Present

Specialist ServiceNow contracting business providing design authority, architecture and senior engineering across Security Operations, IRM and ITSM in regulated, enterprise-scale environments. Key engagements below.

ServiceNow Professional Services – Design Authority, Vulnerability Response May 2026 – Oct 2026 · 6 months

- Contracted directly by ServiceNow Professional Services as design authority for a greenfield Vulnerability Response (USEM) implementation at a global enterprise, following a previous unsuccessful attempt.
- Led the as-is assessment and to-be process workshops, defined the target operating model across infrastructure and application VR, and shaped a prioritised backlog of 43 user stories, all delivered by build close.
- Designed an OOTB-first classification and assignment model on the Qualys integration, using classification rules to tag vulnerability type and drive assignment, fixing the root cause of the earlier failure.
- Guided the customer's internal development team through the build, covering risk scoring, tiered exception approvals and maintenance-window deferrals, and handed over a full deployment runbook.

UK Government Department (via Wrangu) – Lead IRM Developer Apr 2026 – Aug 2026 · 5 months

- Lead developer on a greenfield ServiceNow IRM implementation for a highly secure UK Government department. Further details are withheld due to the nature of the work.

easyJet – SecOps Lead Architect Jan 2023 – Apr 2026 · 3+ yrs

- Sole architect and senior engineer on a flagship, ServiceNow award-winning SecOps transformation for one of Europe's largest airlines, within a complex global operational environment.
- Designed and delivered the Security Operations architecture across Vulnerability Response, Security Incident Response and Threat Intelligence, engineered for enterprise scale.
- Built integrations with Qualys, Orca, GitHub, Splunk, ThreatConnect, ZeroFox, Flashpoint and Bugcrowd, achieving 95%+ CMDB asset match rates across a global estate.
- Authored automation playbooks and bespoke logic that drove MTTR down to near-zero across the SOC, transforming the airline's security response capability.
- Led and mentored a cross-functional engineering team, providing architectural governance, technical direction and code quality standards throughout delivery.
- Delivered regular security posture reports and strategic briefings to the CISO, senior leadership and governance teams, translating complex risk into actionable business insight.

Barclays (via Wrangu) – IRM Developer Apr 2025 – Jan 2026 · 10 months

- ServiceNow developer on a large-scale Integrated Risk Management implementation for one of the UK's leading banks, delivering configuration, scripting and workflow development in a tightly governed environment.

Smart DCC (via Capgemini) – ServiceNow Engineer Sep 2024 – Mar 2025 · 7 months

- Core engineer on a successful ITSM rollout for Smart DCC, a critical national infrastructure operator.

Castle Water – ServiceNow Engineer Mar 2024 – Aug 2024 · 6 months

- Extended an existing CSM solution with an automated end-to-end process for direct debit payments.

Engage ESM (Atos) · Technical Consultant → Senior Technical Consultant 2017 – 2022 · 5 yrs

- Led delivery on large, multi-stream enterprise programmes, managing workstreams end-to-end from requirements through go-live and feeding lessons from client outcomes back into delivery methodology.
- Delivered product line and greenfield implementations across ITSM, SecOps, HR and CSM, building bespoke integrations, custom applications and tailored workflows for clients in banking, telecoms and government.
- Built long-term client relationships that earned repeat engagements, referrals and upsell opportunities; equally effective presenting to C-suite as collaborating with technical teams.
- Won new business at pre-sales, scoped and estimated complex deliveries, and mentored junior consultants.

EARLIER ROLES

Kent University IT Clinic · Technical Consultant – IT consultancy for local businesses, from brief to live solution. 2016 – 2017

ProspectSoft CRM · First Line Support Consultant – Highest individual Net Promoter Score in the company. 2015 – 2016

CERTIFICATIONS

Implementation Specialist:

- Security Incident Management
- Vulnerability Response
- Vendor Risk Management
- Event Management
- Governance, Risk & Compliance
- ITSM
- CSM
- Performance Analytics
- Cloud Management
- Human Resources
- Software Asset Management

Certified Application Developer

Certified System Administrator

Complete Suite:

- ITSM
- CSM
- HR Professional
- HR Enterprise

Micro Certifications:

Agent Intelligence, Enterprise Onboarding & Transitions, Performance Analytics & Virtual Agent

Other:

- ITIL® Foundation (ITSM)
- BPSS Cleared
- Professional Scrum Master (PSM I)
- SAIF Fundamentals

EDUCATION

University of Kent

BSc Computing
First Class Honours
2013 – 2017

CONTACT

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