SERVICENOW BUSINESS ANALYST RESUME

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Career Goal:

Seeking for ServiceNow Business Analyst position and promoting my experience in Pre-sales, requirement gathering & effort scoping, product implementation & development, architecting, production support, and system upgrades.

Technical Skills:

Strong capability to perform:

- Business analysis
- Financial analysis
- Gap analysis

Familiarity with ITSM practices:

- ITIL v2
- ITIL v3

Well-versed in SDLC methodologies:

- Agile
- Waterfall

Strong knowledge of web technologies:

- HTML
- XML
- JavaScript

Amazing ability to perform:

- Requirements gathering
- Process mapping
- Business process reengineering
- Release management

Skilled in testing tools:

- Quality Center
- Quick Test Pro

Expertise in developing:

- Proposals
- Business requirements
- Status reports

Proficient with version control tools:

- SVN
- CVS

Relevant Experience:

ServiceNow Business Analyst
Login Consulting Services Inc.
January 2012 – Present
Cedar Lake, OK

- Developed scalable solutions and reviewed business processes.
- Provided technical advisory services for multiple options and risks.
- Participated in process designing sessions and documented process flows.
- Evaluated and documented business processes and functional requirements.
- Implemented information flow analysis for various business streams.
- Analyzed and studies request processes and future automated processes.
- Designed and formulated application requirements and test conditions.
- Executed sprint planning and business estimation services with developers.

ServiceNow Business Analyst
Vdart Inc
November 2010 – January 2012
Sunnyvale, CA

- Designed and developed client scripts, business rules and Java scripting.
- Implemented UAT activities in coordination with business units.
- Prepared and maintained process and system based documentation.
- Executed Sprint projects and formulated technical and functional design requirements.
- Prepared workflows and web prototypes for multiple technical solutions.
- Integrated tools with ServiceNow applications utilizing Mid server and email technologies.
- Debugged, escalated and resolved HPSM server based issues.
- Installed, configured and evaluated new and latest HP versions.

Educational Background:

Bachelor's Degree in Computer Science
Jackson State University
August 2006 – May 2010
Jackson, MS

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