

IT Systems Analyst IT Systems Analyst ServiceNow Certified System Administrator San Antonio, TX  
An IT Professional with a great understanding of IT Service Management (ITSM) and Information  
Technology Infrastructure Library (ITIL) with hands-on experience on Incident management,  
Problem management, Change management, Knowledge Management, Asset management, HR,  
Request fulfillment and Service Portal to drive service enrichment for users. Authorized to work in  
the US for any employer Work Experience IT Systems Analyst USAA - San Antonio, TX April 2019  
to Present ServiceNow Business Analyst Willis Towers Watson - Nashville, TN July 2018 to 2019  
ITSM Business Analyst Amazon - Houston, TX August 2017 to February 2018 ServiceNow Business  
Analyst Adecco USA - Houston, TX May 2015 to June 2017 Project Manager Helios Limited January  
2012 to March 2015 Business Analyst Bureau of Public Enterprises November 2010 to December  
2011 Desktop System Support NetIT Solutions - Lagos, NG May 2009 to October 2010 Education  
Certificate in Project Management University of Texas at Austin - Austin, TX 2015 B.S in Banking  
and Finance Bowen University 2010 Skills Sharepoint, Excel, Business Analysis, Business  
Intelligence, access, SQL, testing, MS Office, Active Directory, Microsoft Office, HTML, training,  
Cisco Certifications/Licenses ITIL Foundation v3 Present Certified ScrumMaster (CSM) Present  
ServiceNow Certified System Administration Performance Analytics - Micro

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