VANESSA AMAKOR

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PROFESSIONAL SUMMARY

Results-driven Business Analyst Professional with over 8 years of experience leading business process analysis, requirements management, and functional documentation. Expertise in ServiceNow platform administration, including ITSM, ITBM, and CMDB, and leveraging its capabilities for business process automation and optimization. Skilled in eliciting, analyzing, and modeling complex business processes to deliver effective IT solutions. Proficient in prototyping, blueprint development, and facilitating cross-functional collaboration to ensure successful project outcomes.

SKILLS

- ServiceNow: ITSM, ITBM, CMDB, Workflow Automation, Service Portal
- Requirements Tools: Blueprint, Jira, Confluence
- Process Modeling: Visio, Lucidchart
- CRM: Salesforce (Advanced Reporting, Dashboards)
- Analytics: Tableau, Power BI, Excel (Advanced)
- Languages: SQL
- Strong Communication & Active Listening
- Collaboration & Teamwork
- Critical Thinking & Problem-Solving
- Adaptability & Flexibility
- Time Management & Prioritization

EDUCATION

Imo State University
IMO STATE, NIGERIA • 09/2013

Bachelor of Arts: History & International Studies

CERTIFICATIONS

- Certified ServiceNow System

ACCOMPLISHMENTS

- Streamlined ITSM operations by optimizing ServiceNow workflows, reducing incident resolution time by 30%.
- Enhanced CMDB accuracy through automated discovery and reporting, supporting compliance and audit readiness.
- Improved requirements gathering efficiency by 20% through enhanced elicitation techniques.
- Designed prototypes in **ServiceNow** that accelerated stakeholder buy-in and minimized development time.

CORE COMPETENCIES

- ServiceNow Administration (ITSM, ITBM, CMDB, Workflow Automation)
- Use Case Analysis & Requirements Traceability
- Business Process Modeling (As-Is/To-Be)
- Requirements Management Tools & Prototyping
- Process Improvement & Reengineering
- Collaboration & Stakeholder Facilitation
- Agile & Waterfall Methodologies
- Advanced Documentation (Use Cases, Data Dictionaries)
- Tools: Blueprint, Jira, Visio, Confluence
- CRM: Salesforce (Dashboards, Reporting)

WORK HISTORY

Tapestry Health - Business Analyst
Texas • 11/2019 - Current

- Leveraged advanced **ServiceNow System Administration skills** to configure workflows, automate processes, and maintain the CMDB for enhanced operational efficiency.
- Led business process analysis and modeled current state (As-Is) and future state (To-Be) processes for strategic IT initiatives.
- Defined and managed requirements using advanced tools, ensuring traceability and categorization to support project scope.

Administrator (CSA)
- Certified Scrum Master (CSM)
- ITIL 4 Foundation Certification
- CBAP

- Collaborated with stakeholders to develop prototypes and functional blueprints, aligning solutions with business needs.
- Created comprehensive business analysis documentation, including use cases, scenarios, and requirements traceability matrices.

Cencora - Business Analyst
Texas • 09/2017 - 08/2022

- Supported requirements engineering and ensured alignment with technical teams for seamless solution implementation.
- Utilized **ServiceNow ITBM** to manage project portfolios and enhance visibility into project performance.
- Partnered with IT and business units to optimize cross-functional workflows, ensuring adherence to business objectives.
- Developed detailed business documentation to support user training and technical writing teams.
- Contributed to business process improvement initiatives, supporting documentation of workflows and system requirements.
- Assisted in configuring ServiceNow modules and performing user acceptance testing (UAT).