Augusta Noah

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ServiceNow-certified technical consultant with hands-on experience delivering enterprise-grade ITSM implementations, custom applications, and process automation solutions. Skilled at bridging the gap between business strategy and technical execution, with a proven ability to engage stakeholders, facilitate workshops, and lead Agile delivery cycles. Adept at configuring ServiceNow modules, building custom workflows, optimizing the Service Catalog, and maintaining CMDB integrity.

CERTIFICATIONS:
- ServiceNow Certified Systems Administrator
- ServiceNow Certified Implementation Specialist - IT Service Management
- ServiceNow Certified Application Developer
- Splunk Systems Administrator
- Splunk Core Power User

SKILLS

MicroStrategy	Incident Management	ITSM
PowerBI	Stakeholder Management	Data Mapping
SQL	Agile Methodologies	Process Optimization & Documentation
Change Management	Requirements Gathering	Operations

WORK EXPERIENCE

CENTENE CORPORATION   **Remote**
                                                                                           Oct 2022 – Present

ServiceNow Service Operations - Business Analyst III
- Partner with stakeholders to gather, refine, and document business requirements for enterprise-wide ITSM enhancements, ensuring solutions align with ServiceNow best practices.
- Serve as liaison between business units and ServiceNow developers, ensuring technical solutions meet operational needs across modules including ITSM, Service Catalog, and Flow Designer.
- Facilitate Agile ceremonies (sprint planning, UAT) and oversee backlog grooming for multiple concurrent ServiceNow projects.
- Develop detailed process documentation, user guides, and platform enhancement records to enable knowledge sharing and long-term maintainability.
- Mentor junior analysts and contribute to knowledge-sharing by maintaining process documentation, user guides, and platform enhancements.

ServiceNow Administrator - Claims Operations BA II
- Designed and implemented ServiceNow dashboards, automated workflows, and KB articles to reduce claims denials by 20% and resolution time by 25%.
- Conducted process mapping workshops to identify operational gaps and optimize ServiceNow workflows for Claims Operations.
- Led UAT execution and integration testing for system enhancements, ensuring defect-free deployments.
- Authored Knowledge Articles to support training, change management, and long-term platform maintenance.

SERVICENOW   **Remote**
NextGen Professionals Program Alumni   **July 2024-Sep 2024**

- Created and maintained custom tables and relationships within the ServiceNow platform, enabling efficient data management and supporting business process requirements.

- Configured and optimized related lists on forms to improve data visibility, enhance user experience, and ensure efficient data relationships across the platform.
- Developed and managed Service Catalog items, customizing variables, workflows, and fulfillment processes to align with business objectives and improve user satisfaction.
- Designed and implemented Service Catalog solutions, tailoring workflows, variables, and fulfillment processes to streamline service delivery and meet user needs.
- Administered and deployed Update Sets, ensuring seamless migration of configurations and customizations across development, test, and production environments.

BRIGHT HEALTH   **Remote**
ServiceNow Business Systems Analyst - Network Implementation   **May 2021 – August 2022**

- Exceeded company expansion goals by 23%: Designed and implemented a ServiceNow-based Provider portal to streamline provider credentialing workflows.
- Reduced service request processing time by 40%: Developed custom record producers for provider registration, automating approval flows to route requests directly to the contracting and credentialing teams.
- Ensured timely credentialing of 1800+ facilities within six months: Implemented automated approvals and notifications, ensuring requests were routed to the correct compliance officers.
- Optimized Network Implementation Team's productivity: Created/updated Knowledge Base, documented network onboarding processes, and Standard Operating Procedures

JP MORGAN   **Remote**
Business Analyst   **July 2020 – March 2021**

- Liaised with global financial partners to resolve technical and transactional processing issues, ensuring seamless operation of financial systems and adherence to regulatory requirements.
- Analyzed data requirements, business rules, and reporting elements to support decision-making processes, and drive business growth.
- Analyzed business and data requirements to develop business solutions, covering business rules, data life-cycle management, metadata, and reporting elements.
- Provided valuable account observations, trends, and forecasts through stakeholder management and data-driven insights.

CHUBB   **Wilmington, DE**
Reinsurance Business Analyst, Contract   **July 2019 – August 2020**

- Conducted workflow analyses for reinsurance claims, identifying trends and automating manual processes to improve operational efficiency, and reduce costs.
- Developed analytical reports including Profit & Loss Reports and visualizations to engage stakeholders on KPIs.
- Formulated high-level user acceptance testing plans, test queries, documents, and validated results, ensuring data accuracy and completeness.
- Tested user acceptance workflows within ServiceNow, ensuring alignment with business requirements and reducing defects by 15%.

EDUCATION

UNIVERSITY OF MARYLAND COLLEGE PARK   **College Park, MD**
Bachelor of Science, Public Health Science
DELAWARE TECHNICAL COMMUNITY COLLEGE   **Newark, DE**
Associate of Science, Oracle Database Administration 11g/12c