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| **Aaron Bryant** | Raleigh, North Carolina | (336)624-9742 | [Mraarondbryant@gmail.com](mailto:Mraarondbryant@gmail.com) |

Experienced Business Analyst with expertise in process improvement, requirements engineering, and relationship management. Problem solver with applied knowledge of SDLC and Lean Six Sigma fundamentals. A true liaison, working between business stakeholders, software development, and information technology teams. Excellent communicator, high attention to detail, exceptional interpersonal, and presentation skills.

**SKILLS & COMPETENCIES**

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| * Requirement elicitation * Gap analysis * Process flow mapping * Project coordination * ITIL v4 * Jira | * Business process analysis * Agile(SAFe v4.6) * Lean IT Foundations * SQL query * Test Script dev * ServiceNow CSA(in progress) | * Use case development * Relationship building * Quality Assurance * Kanban * Microsoft Word, Excel, Visio, Access and PowerPoint |

**EDUCATION & CERTIFICATIONS**

*ITIL v4 Foundation Certification in IT Service Management*

AXELOS Global Best Practice, May 2019

*Bachelor of Science, Information Technology*

Winston Salem State University, Winston Salem, NC

**PROFESSIONAL EXPERIENCE**

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| ***ServiceNow Business Analyst***  Tufts Health, Watertown, MA (Remote) | February 2021 – Present |

Liaison between business users and SNow developers by planning, conducting, and directing the analysis of complex business problems to be solved with automated systems. Provides technical assistance in identifying, evaluating, and developing systems and procedures that meet business requirements.

* Liaise between ServiceNow application users and I.T in the analysis, design, testing for application development to ensure optional operational performance that meet business needs.
* Manage the user story backlog by ensuring that the backlog items are appropriately groomed, prioritized and estimated and that the team fully understand what needs to be delivered.
* Conduct functional, user acceptance, integration and performance testing to verify the client's needs are met.
* Liaise between business and technical personnel to ensure a mutual understanding of processes and applications.
* Review business activities and assist client to define current state processes

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| ***ITSM Business Analyst***  Wells Fargo, Raleigh, NC | August 2019 – February 2021 |

Liaison between client area and technical organization by planning, conducting, and directing the analysis of complex business problems to be solved with automated systems. Provides technical assistance in identifying, evaluating, and developing systems and procedures that are cost effective and meet business requirements.

* Collaborate with stakeholders within the ITSM organization to implement ITSM processes throughout the company.
* Lead post-implementation reviews to assess the outcome related to change requests.
* Evaluated risk of changes and provided actionable guidelines on mitigating risk.
* Supported communication and training associated with change activities.
* Assessed RFCs for readiness. Consult and coached teams to help prepare RFCs.
* Provide technical assistance in identifying, evaluating, and developing systems and procedures that are cost effective, add value and meet business requirements.
* Work with IT Audit by providing evidence on effectiveness of controls and the development of action plans such as automating CAB selection.
* Compare current ITSM system(Pac2000) to ServiceNow and prepare team for ServiceNow implementation.
* Lead data gathering meetings with stakeholders for process improvement projects.
* Create and maintain internal and external process documentation.

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| ***ITSM Business Analyst***  Metlife, Cary, NC | April 2018 – August 2019 |

ITSM Business Analyst responsible for evaluating and identifying process improvement to reduce risk and improve processes impacting multiple business units. Key contributor to the assurance of ITSM process participation and accuracy in accordance with standard operating procedures and corporate technology policies.

* Lead data gathering meetings with stakeholders for process improvement projects.
* Evaluated Information Technology Service Management processes for improvement opportunities including emergency and Incident process, simplified risk conditions and Generic Configuration Item usage to improve efficiency across the business.
* Collaborated with ServiceNow development team and ITSM users to develop and prioritize requirements meant to enhance the application experience and improve quality for end users such as the number of Change Advisory Board meetings needed for global changes to reduce the man hours required for each change.
* Developed and documented Use Cases and JIRA stories for ServiceNow and process improvements.
* Facilitated group UAT meetings as well as create, maintain, and distribute testing scripts for UAT projects. Successfully increased participation in UAT sessions.
* Lead post-implementation reviews to assess the outcome related to change requests.
* Evaluated risk of changes and provided actionable guidelines on mitigating risk.
* Supported communication and training associated with change activities.
* Assessed RFCs for readiness. Consult and coached teams to help prepare RFCs. Integrated Change Managgement into project plans.
* Examined controls effectiveness and reported findings and mitigation plans to IT Audit. Worked with IT Audit by providing evidence on effectiveness of controls and the development of action plans such as automating CAB selection.
* Managed product backlog items to track and report work progress for ServiceNow improvements and enhancements.
* Create and maintain internal and external ITSM documentation.

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| ***Business Systems Analyst***  QiSoft, Raleigh, NC | July 2016 – April 2018 |

Liaison between business stakeholders and application development teams, and ensuring the accurate documentation of end user requirements. Successfully led training initiatives to ensure quality or customer satisfaction and issue resolution.

* Supported the QIS application maintaining the integrity of customer inquiries.
* Validated implementation outcomes to ensure compatibility. Prepared plans and recommended best practice during projects and support inquiries.
* Provided project and back office support during application deployments.
* Maintained QiSoft application release plans and release notes.
* Managed SQL database imports, provide database configuration support and report writing services for both new and current customers.

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| ***Business Analyst***  Kailo Healthcare Technologies, Winston Salem, NC | April 2014 – July 2016 |

Liaison between business stakeholders and application development teams, resolving issues of various criticality, and ensured the least disruption to service during enterprise changes.

* Provided training and guidance on high criticality and escalated issues.
* Generated reports and presented analysis to senior leadership regarding service desk efficiency, resolutions, and outage response times.
* Implemented practices to standardize issue prioritization· Managed team service system by assigning trouble tickets and tasks and holding team members accountable for overdue issues.
* Researches and resolves application issues received through incident tickets and end-user feedback. Identifies the root cause of issues and develops creative solutions to correct application problems.

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| ***Systems Analyst***  Wake Forest Baptist Hospital, Winston Salem, NC | August 2012 – August 2014 |

Performed problem resolution and configuration involving wireless devices, desktop applications and configurations, hardware issues, password resets, as well supporting physicians, nurses, and patients reporting break/fix related networking, application, and software problems.

* Active Directory provisioning.
* Conducted troubleshooting and resolution of LAN/WAN connectivity issue and layer-2 switching.
* Regularly exceeded performance metrics by averaging 50 calls per day with 1st call resolution.

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| ***Technical Service Specialist***  Novant Health, Winston Salem, NC | September 2011 – August 2012 |

Provided instructional support, technical troubleshooting, problem escalation, while maintaining quality in customer service and customer satisfaction.

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| ***Technical Service Specialist***  Wells Fargo, Charlotte, NC | July 2010 – September 2011 |

Provided technical support for 3500+ Wells Fargo Advisors including various LAN, desktop, hardware, and access related issues.

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| ***Desktop Support***  Winston Salem State University, Winston Salem, NC | 2005 - 2009 |

Performed problem resolution of software and hardware problems reported by end users, provided guided technical assistance, conducted system diagnostics, general customer service activities.

Created training materials, updated standard operating procedures, and mentored junior support technicians.