**Johnson Adebajo**

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**(832)228-1134**

**SUMMARY**

* About 6 years of experience in Information Technology, experience exclusively in administering and daily operations, on-going maintenance, Upgrades and technical support to existing ITSM environments,
* Certified ITIL Expert working as a Business System Analyst to document and support ITSM processes.
* Experience in developing **as-is and to-be** processes
* Good knowledge of Incident Ticketing
* ServiceNow SME to support Administration, Configuration and process design for business needs.
* Performs **On-Call** rotation task
* Very good experience and knowledge, working in various phases of Software Development Life Cycle like Requirement analyst, Design Development, Functional testing, UAT, maintenance and Production support
* Proficient in transforming business requirements into functional specifications focusing on workflow analysis and design, business process reengineering, user interface design and process flow modeling.
* Experience in performing Functional, Regression, System Integration, UAT, GUI and Performance testing
* Excellent work experience on Front-end and Back-end testing
* Experience in Incident ticketing
* Participated in ServiceNow Eureka to Fuji upgrade, Fuji to Geneva
* Strong ITSM experience in Incident, Problem, Change Management , Service Catalog request fulfillment
* Experience in running reports in ServiceNow with KPIs.
* Experience in Implementation Processes
* Creates KPIs from data source and build filter conditions for performance metric report.
* Extensive knowledge of Change management process
* Configure form layouts in ServiceNow Modules.
* Troubleshooting experience in ServiceNow.
* ServiceNow knowledge Management
* Test Plans, and End User Training
* Service Catalogs revamping
* Extensive knowledge of MS Office including Visio, Project, Word, Excel, PowerPoint
* Assisting to set-up user’s email notifications.
* Proficient in Data Exports/loads for reporting purposes.
* Good knowledge of Asset Management (software and Hardware)

**PROFESSIONAL EXPERIENCE:**

**Core Consults**: **Nigeria** **July --- Oct 2016** **(Contract Completed)**

**IT Business Analyst**

* Involved in gathering the Business Requirement and interacted with the stakeholders to understand the existing functionality, current state processes, tools to get a better view of the Business Processes and functionality to document, support and configure the ServiceNow Platform
* Implemented ITIL process including Incident, problem, change, knowledge for better ITSM on ServiceNow
* Supported to enhanced various modules in ServiceNow Platform
* Worked on various modules of ServiceNow like: Incident management, Change management, Problem management, Service Catalog, User Administration, and Reporting
* Incident, Problem, Change management implementation

**AIG (VALIC) Houston, TX May –June, 2016(Contract Completed)**

**IT Business Analyst**

* Assisting the project team in defining, collecting and documenting client’s business and technical requirements ensuring accuracy while maintaining the ability to be flexible in responding to competing priority.
* Gathering and analyzing requirements to improve processes and procedures
* Understands business processes and products for assigned business functions and the relationships between those processes and information systems, including the impact of system changes to business processes
* Involved in gathering the Business Requirement and interacted with the stakeholders to understand the existing functionality, current state processes, tools to get a better view of the Business Processes and functionality to document, support and configure the ServiceNow Platform
* Implementing and managing an effective change management process and ensure smooth transition of new or adapted processes
* Working with the Business Team to come up with the business stories and translating the same into Technical requirement as required.
* Communicates clearly to client(s), project team and stakeholders the finding and analysis
* Working knowledge of use cases, mock-up
* Participated in daily SCRUM meetings to discuss the bottlenecks and the tasks status
* Determines the impact of system change to the business and vice versa.
* Builds consensus among stakeholders, often recapping direction and decisions made.
* Working closely with our customers to provide solutions and develop the software to fit their needs.
* Implemented ITIL process including Incident, problem, change, Service Catalog knowledge for better ITSM on ServiceNow
* Supported to enhanced various modules in ServiceNow Platform
* Performed Ad-hoc tasks
* Worked on various modules of ServiceNow like: Incident management, Change management, Problem management, Service Catalog, Request Fulfillment and Reporting.

**Inspectorate, Houston, TX Jan 2014 ---- April 2016**

**IT Business Analyst (Incident Analyst)**

* Act as a liaison between the business unit and the IT teams in order to meet business needs
* Review change request in order to approve or reject to enable implementation or back out in production instance.
* Gathering and analyzing requirements to improve processes and procedures.
* Strong knowledge of SDLC in Agile process in managing defect, enhances, user’s stories, sprints and released.
* Involved in all phases of Software development life cycle (SDLC) using Agile Scrum methodology.
* Experience in Service Catalog revamping
* ServiceNow Incident/Problem Management
* Quickly assessing and filtering incident information from a variety of sources
* Writing accurate, concise initial and follow-up alerts that are sent out to clients
* Conducting open-source research on all-hazards incidents
* Responsible for Customer Satisfaction throughout the request fulfillments life cycle
* Professionally responding to customer feedback and inquiries
* Working closely with the product owner and the scrum team.
* Build variables in record producers.
* Working knowledge of use cases, mock-up.
* Monitor and report schedule change items in active change management process.
* Perform activities related to risk assessment in change management.
* Impersonate users to help them troubleshoot problems.
* Participated in daily SCRUM meetings to discuss the bottlenecks and the tasks status
* Documented status reports, created presentations, performed analysis and organized content to share with other team members.
* Act as a liaison between the business unit and the IT teams in order to meet business needs.
* Help to create account for new users in ServiceNow.
* Assisting end users with the change process and process improvement
* Configuring and administering the ServiceNow ITSM tools.
* Assisting end users with the change process and process improvement
* Run reports configure service level agreement (SLAs) and perform instance branding and customization.
* Take ownership of user problems and follow up the status of problems on behalf of the user and communicate progress in a timely manner
* Maintained a high degree of customer service for all support queries and adhere to all service management principles
* Exporting/loading data from MS Word, Excel, and PDF documents into the ServiceNow platform
* Identify the root cause of process, issues and develop plans for optimizations.
* Support the team responsible for the implementation and administration of ServiceNow.
* Assist in creating a process for initiating services and processes from start to acceptance and steady state using ITIL standards and practices.
* Defining process metrics and KPIs.
* Report service and support deficiencies, and recommend fixing deficiencies.
* Schedule reports on ServiceNow.
* General understanding of rational database
* Add users’ to new group(s) in ServiceNow platform.
* Working closely with our customers to provide solutions and develop the software to fit their needs.
* Building UAT, test plan, user stories

**Harris County Sheriff’s Office July, 2013 – January, 2014**

**Law Enforcement Officer (Process Analyst)**

* Performed Inmates booking
* Process and release inmates including taking photographs and legible sets of
* Inked fingerprints, and/or palm prints.
* Exercise appropriate judgment in handling of special needs situations or
* Inmates; provide assistance in classification of inmates
* Communicate effectively and coherently with other staff or inmates
* Approved facility communication devices including the telephone system,
* Intercom system, and portable or base radios; demonstrate effective
* Communicative skills with inmates, public and staff.
* Read and comprehend legal and non-legal documents including the processing

Of such documents as medical instructions, commitments, release orders,

* Monitored and notified inmates for Court date
* Maintain inmate property and storage.
* Collect, resolve or direct to appropriate individual or divisions, the inmate complaints or grievances

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**Value Synergy Limited , Nigeria Feb 2010 -- Jan 2013**

**IT Business Analyst**

* Liaised with the business units and IT teams in order to achieve customers’ needs.
* Engaged in requirement gathering and requirement validation with stakeholders.
* Writes detailed business requirements, functional specifications and, when involved in project teams using an iterative development methodology.
* Forecasted company’s expense accounts and assisted in vendor contract renewals and invoicing.
* Managed the UAT process by performed smoke testing, performed test case validation and obtained the business approvals on UAT for scheduled roll-out/deployments.
* Troubleshooting and testing of networking system.
* Reviewed the business needs and system requirement.
* Document the entire business process.
* Gathered, reviewed, validated, managed system and user requirements from business teams
* Builds consensus among stakeholders, often recapping direction and decisions made.
* Applies logic to conflict management and issues.
* Understands, gathered, and defined requirements of all types, and documents with process flows and diagrams.
* Incident Management
* Asset Management (Hardware &Software licensing)
* Identified and communicates requirement/scope issues

**EDUCATION**

* BSC Technical Mgmt. with concentration in Project Management - College of Business & Technical Management of DeVry University Houston, Texas
* Associate degree in Accounting - The Polytechnic Ibadan

**CERTIFICATIONS**

* ITIL V3 Certification.
* Scrum Master Certification.
* Project Requirements Analyst
* OSHA: Occupational Safety and Health Specialist in General industry.
* ServiceNow Admin Certification In view
* Six-Sigma Certification In view