**[Business Analyst Scrum Master](https://www.postjobfree.com/resume/ad33k2/business-analyst-scrum-master-laurel-md)**

**Location:**Laurel, MD

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**Resume:**

Available for Relocation

PRINCESS ADA OGUEJIOFOR, CSM

TEL: +1 917 -635-5351 E-MAIL: prinad2000@gmail.com PERSONAL PROFILE

A Certified ITIL Analyst with 3+years ITSM experience proffering business solutions. A ServiceNow Analyst with experience in all phases of Software development. Adept in Agile, Scrum, ITIL best practices and framework

Education + Certification

Bachelor of Science, Banking and Finance - University of Nigeria, Enugu Certified Scrum Master – CSM

ITIL v4 - In view

Toolset: ServiceNow, SAP, Salesforce, Oracle Siebel, MS Visio WORK EXPERIENCE

Jobnub Inc. 2019 - date

Position: Senior Business Analyst

Responsibilities:

Identify and recommend ITIL best practices and framework to deliver technical solutions in ServiceNow Create use cases, test cases, system specification documents (SSD) and functional specification documents (FSD)

Enhance the existing LDAP integration by modifying business rules (BR). Create custom applications, tables, and modules on ServiceNow per requirement Manage data within tables, the configuration management database (CMDB), import sets and update sets Adept in ServiceNow instance upgrade process

Design reports and create dashboard in ServiceNow

Serve as a point of contact (POC) between the business and technical teams for application development in ServiceNow modules (Incident, Problem, Change, Service catalog) Facilitating rollout of new applications and modules Ensure that stories provide adequate information to my team of developers Obtain appropriate sign off from business stakeholders Designed and managed email notifications for service catalogue and request fulfilment Available for Relocation

EagleHills Fze Nigeria (Emaar UAE) 2015 – 2019

Position: Senior IT Business Analyst

Responsibilities:

Conducted demonstration for users to provide general understanding on using the service request management process.

Facilitated migration and integration projects on ServiceNow with other native business applications. Created test scripts, use cases, and performed UAT testing to ensure that specifications are met. Restructured service catalogue, utilizing record producers, two step checkout model and implementing clearly defined variable sets that are used more consistently across catalogues. Experience in maintaining email notification, inbound and outbound actions. Gathered and translated requirements into functional and technical requirements documents. Engaged in weekly backlog grooming with process owners for multiple ServiceNow applications. Etisalat Telecommunication 2011 – 2014

Position: Process Analyst

Responsibilities:

Gathered business requirements through processes of document analysis, interviews, workshops, and workflow analysis.

Provided input into developing and modifying systems to meet client needs. Liaised between business and technical teams to ensure mutual understanding of ITSM processes. Created test scripts, use cases, and perform UAT testing to ensure that specifications are been met. Elicited and translated complex business requirements into detailed functional specifications documents

(FSD).

Ensured solution designed included optimized design and best practices. Worked with process owners and business stakeholders to translate business requirements into functional requirements within ServiceNow.

Prepared Business Requirement document (BRD) for service desk enhancement of incident management. Available for Relocation

Participated in the root cause analysis of incidents management, document and review communication process for known errors and initiate corrective actions. Westmall Oil and Gas Limited 2008 - 2011

Position: Business Systems Analyst

Responsibilities:

Lead in requirements gathering sessions for ServiceNow projects Created and reviewed stories with IT process owners in ServiceNow throughout Software development lifecycle

Participated effectively in all Scrum Events to successful complete ITSM projects Ensured that IT teams associate all recurring related incidents using a child incidents and parent incidents relationship to manage duplication of incident

Managed procedures for submission, review and authorization of change request Ensure that change process is understood and complied with by stakeholders to detect and report unauthorized changes

Managed email notifications in ServiceNow for request fulfilment Created test scripts, use cases and perform UAT testing to ensure that specifications are met Collaborated with stakeholders to gather requirements that clearly state business needs for software development through enhancement intake process