

Tariq Ahmed

ServiceNow Business Analyst

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LinkedIn

Process automation expert using ServiceNow

ServiceNow-focused business analyst with 5 years of experience enhancing workflows and ITSM tools for enterprise environments. Skilled in translating service needs into automated solutions.

Professional Experience

ServiceNow business analyst

DeltaLogic IT | Los Angeles, CA

April 2021 - Present

- Led migration of incident tracking to ServiceNow, reducing resolution time by 35%
- Collaborated with IT to build automated ticket workflows used by 300+ employees

IT business analyst

CityNet Inc. | Los Angeles, CA

July 2018 - March 2021

Key Skills

ITSM workflows



KPI analysis



Knowledge base integration



Service catalog design



ServiceNow scripting



SLA management



Education

California State University, Long Beach | May 2018

Bachelor of Science in Information Systems