


Arunima Nair

Business Analyst - ServiceNow

An enthusiastic, self-motivated, reliable, responsible and hard working person. Able to work well both in a team environment as well as using own initiative. Demonstrates exceptional customer service and adapts communication style to fit the audience. Works arduously to gain more knowledge and skills, to apply my sincere efforts for the growth of the organization and to work in the most challenging position with an organization that provides ample opportunities to learn and to contribute.

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WORK EXPERIENCE

Business Analyst - ServiceNow Allianz Technology

11/2021 - 10/2023

- Through various stages of SDLC, from analysing business requirements and crafting technical specifications to planning, coding, testing, implementation, and quality assurance (QA), developed KPIs and Dashboards for generating ITSM performance metric reports using ServiceNow Performance Analytics and Standard Reports.
- Applied expertise across diverse IT Service Management processes, encompassing Incident, Problem, Change, service Request, CMDB, Asset and other modules within the ServiceNow Platform.
- Built positive relationship with clients by providing excellent service/support and consistent communication.
- During requirement sessions, provide recommendations to streamline and optimize the process.
- Provide business analysis services within an Agile framework. Work closely with the product owner, development team, and stakeholders to ensure that the product meets the needs of the business.
- Translate and document Client needs into actionable requirements.
- Perform testing in pre-Prod environments to ensure that the documented requirements are met.
- Once the code is developed and tested, makes sure that it is ready to deploy in the production environment. Verify if the product is delivered as per the requirements and it is meeting the business need.
- Manages and communicates ServiceNow release schedule.
- Work directly with end users to resolve escalated issues/defects within ServiceNow.

Assistant Support Engineer Allianz Services

06/2017 - 10/2021

- Supporting underwriters, surveyors across UK, allocation of engineer surveyors for arranging inspection. Issuance of new business instruction to remote home based Engineers including quality control & monitoring, escalation and NBI process.
- Provide an accurate update on a daily basis to the appropriate UK business area on the actions taken when returning work back to a UK branch for further action.
- Review iterative outputs and continually work with stakeholders in UK to refine solution for the client.
- Proficient with tools like Salesforce, FACE, Coronet.

CERTIFICATIONS

- ITIL V4 Foundation
- Certified Scrum Product Owner (CSPO)
- Scrum Foundation Professional Certificate (SFPC)

EDUCATION

2013 - 2017

B.Tech in Computer Science & Engineering Heera College of Engineering and Technology

SKILLS

- Customer Service
- Performance Analytics
- Performance Analytics - Reporting
- ServiceNow
- Scrum Methodology
- Agile Methodology
- Good Communication
- Project Management
- Decision - Making
- Perseverance
- Analytical abilities
- Leadership Quality
- Organization
- Easily adaptable
- Interest in helping others
- Motivator