

Dear Hiring Manager,

With a strong foundation in business analysis and system administration coupled with a diverse range of technical certifications and practical experience provides a significant advantage and the necessary skill set to contribute meaningfully to your team's success.

Since completing a certification program with the recognized niche-based technology career company Techbridge I have earned my ServiceNow system administration certification. Through the program, I have gained hands-on experience designing and customizing self-service portals for end-users, building automated workflows and processes, developing reports and dashboards to track performance and identify trends, writing scripts, integrating, and learning best practices for implementation and project management. These experiences and my problem-solving and analytical abilities have prepared me to excel in a fast-paced IT environment.

I possess excellent communication and stakeholder management skills allowing me to build strong relationships with clients and team members. My ability to translate complex business needs into actionable requirements and interpret data to make informed business decisions has resulted in successful project outcomes and increased user satisfaction. Leveraging my expertise in requirement gathering, process mapping, and agile methodologies has enabled me to identify opportunities for improvement and implement effective solutions.

Previous projects I have successfully executed such as a mobile food ordering system have effectively reduced labor costs by automating the process of taking customer orders and enhancing customer experiences by providing an intuitive interface where customers could view available menu options, product costs, place orders and receive timely notifications when their orders were completed and ready for pickup. Another project I worked on was integrating ServiceNow and Slack by developing a flow to automate the communication between the two applications by configuring a webhook to send messages to multiple groups in Slack when a specific event is triggered. This streamlined incident resolution processes by providing real-time notifications allowing team members to stay informed, take immediate action, and coordinate efforts effectively. My work on projects and certifications further validate my technical capabilities

I'm thrilled at the opportunity to bring my unique style and passion for resolving technical challenges, and optimizing operations to drive business growth. I am confident that my skills and experience align closely with the requirements outlined in the job description. Thank you for your time and consideration of my application. I look forward to discussing my qualifications further in an interview.

Sincerely,  
Dorian Gibson  
216.262.7680  
[Resume](#)