

XAVIER JIMENEZ

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CAREER SUMMARY

Detail-oriented IT professional with a strong background in business analysis and technical support, focused on driving efficient solutions and enhancing user experiences. Currently a ServiceNow Business Analyst Intern at Stanford University, specializing in gathering and analyzing business requirements, optimizing service portal functionality, and resolving complex technical challenges. A self-starter adept at translating business needs into effective solutions, leveraging expertise in GitHub and coding to streamline workflows and foster collaboration. CompTIA A+ certified, with proficiency in Windows, Linux, and macOS environments. Committed to continuous learning and passionate about using technology to transform business processes and achieve exceptional results.

PROFESSIONAL EXPERIENCE

STANFORD UNIVERSITY

Redwood City, CA

ServiceNow Business Analyst Intern

Jul. 2025 - Present

- Analyze business requirements and system functionality to ensure ServiceNow platform provides the best user experience to our 15,000+ Stanford University and Stanford School of Medicine users
- Serve as liaison between stakeholders and development teams to translate business requirements into technical specifications and deliverables
- Conduct stakeholder meetings and requirement gathering sessions, completing 100+ tickets and facilitating 30+ business requirement meetings over 5-month period
- Test and validate API integrations between ServiceNow and custom applications, ensuring seamless data exchange and system interoperability
- Create detailed workflow diagrams and process documentation using Lucidchart to communicate complex business logic and system integrations to developers
- Perform comprehensive QA testing daily on form configurations, workflow modifications, and system enhancements to ensure functionality meets business requirements
- Develop guided tours and knowledge base articles in ServiceNow to improve end-user adoption and reduce support ticket volume
- Collaborate with stakeholders to maintain and optimize service portal pages, improving user experience and form completion rates

MSL CONSTRUCTION

San Francisco, CA

Handyman

Oct. 2021 - Mar. 2025

- Gathered and analyzed client requirements to deliver customized solutions meeting project specifications and quality standards
- Managed project workflows, prioritized tasks, and coordinated with stakeholders to ensure on-time delivery
- Maintained detailed project documentation and communicated status updates to clients
- Implemented process improvements to enhance operational efficiency and client satisfaction
- Resolved complex client issues by analyzing root causes and implementing effective solutions

EDUCATION & TRAINING

YEAR UP UNITED

San Francisco, CA

Certificate – Helpdesk/Information Technology

Mar. 2025 - Jan. 2026

- Year Up is an intensive career development program with 250 corporate partners, college-level courses, professional training, and a six-month internship.
- Completed coursework in Computer hardware, Operating systems, Networking concepts.

CERTIFICATIONS

COMPTIA - A+ Certification

Dec. 2024

COURSERA - Google I.T. Support

Jul. 2025

TECHNICAL SKILLS

Business Systems: ServiceNow, Microsoft Teams, Remote Desktop, Zoom

Operating Systems: Windows, Linux, macOS

Virtualization & Cloud: VMware, Docker, Hypervisors

Productivity & Collaboration: Gmail, Dropbox, Microsoft Office Suite, [GitHub](#)

Design & Modeling: Shapr3D, Blender, Autodesk Fusion 360

PROFESSIONAL DEVELOPMENT

STANFORD UNIVERSITY CYBER SECURITY COHORT

Aug. 2025 - Present

- Active participant in cybersecurity discussions and skills development
- Collaborate with peers on security best practices and threat analysis
- Worked on deploying honeypots on Stanford's network and analyzing them when people attack them.
- At Stanford's Converge event we presented our findings

HOME LABBING

2023 - Present

- Host Proxmox nodes to selfhost service and learn about tech, workflows, and everything in between
- Rebuilt my home network from the ground up multiple times and improving from the last deployment
- Manage user and access control so they only have access to what they need to

SELFHOSTING

2023 - Present

- Use GitHub to store repos and collaborate with other
- Connect other services like Cloudflare to GitHub repos to deploy Websites
- Have also selfhosted non web services such as game servers.