

## 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

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### 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

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### 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

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**COMPTIA** - A+ Certification

Dec. 2024

**COURSERA** - Google I.T. Support

Jul. 2025

## TECHNICAL SKILLS

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**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

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### 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.