**Jasmine G. Harper**

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**Education**

**North Carolina Agricultural & Technical State University**  Greensboro, North Carolina

Bachelor of Science, Computer Science  *December 2013*

**Experience**

**ICF International, Inc.**  Remote

*Senior ServiceNow Business Analyst/ Tester* January 2022 - Present

* Conduct stakeholder meetings to complete backlog grooming, review requirements, prioritize business needs, and provide technical demonstrations of any new functionality built
* Serve as a liaison ­between technical teams and the client to translate business initiatives into technical requirements and create detailed user stories for the development team to implement
* Manage the project’s backlog of user stories throughout the System Development Lifecycle (SDLC), by utilizing Agile/ Scrum methodologies to schedule and assign development work
* Facilitate User Acceptance Testing (UAT), which includes demonstrating and training for end users, writing test cases, reporting defects, and providing the client testing assistance during open office hours
* Develop reports and dashboards to track project status, identify any risks/ issues that would impact the project’s schedule and escalate these concerns with management

**Northrop Grumman Corporation**  Remote

*Information Systems Technical Analyst* May 2016 – January 2022

* Perform end-to-end workflow development in ServiceNow, including requirements gathering, designing, development, testing, deployment, implementation, and maintenance of the internal Service Catalog
  + ITIL-certified in Service Operations/ ITSM and experienced in the Agile methodology
* Create and execute test cases to identify defects, participate in defect triage teams, and proactively monitor all testing and production environments for discrepancies
* Perform System Administration in ServiceNow, which includes monitoring the incident queues to troubleshoot and resolve tickets, complete Service Requests, and performing regular system cleanups
* Continually drive process improvement by reviewing metrics/ reports and developing strategies to improve system and team performance within the Enterprise Operations organization

**Northrop Grumman Corporation** Chester, Virginia

*Change Manager/ Process Improvement Analyst* January 2014 – May 2016

* Responsible for managing the program’s Change Management process to ensure continued operation and maintenance of Virginia’s vast technology infrastructure for our 89 agencies and driving continuous improvement of ITIL processes supporting the Virginia Information Technology Agency (VITA) Program
* Review and evaluate approximately 450 change records per month to ensure they are accurately documented, maintained, and followed as to improve optimal overall performance and increase the success rate of infrastructure changes made the environment
* Devised a program-wide training curriculum for the ITSM/ change management process and developed an e-learning course using Adobe Captivate 9
* Developer and Site Administrator for multiple SharePoint sites for teams across the program
* Awarded the Northrop Grumman Performance Recognition Award for enhancing the Change Management process and contributing to the decline of change-related incidents to the infrastructure

**AIG United Guaranty Corporation**  Greensboro, North Carolina

*Software Quality Assurance: Build and Release Manager (Intern)* May 2012 – August 2013

* Managed the automated software application build, deployment, and promotion process using Anthill Pro, which included: configuring and building workflows, installing agents on the build servers, troubleshooting issues, working with the vendor on issues, and internal consulting to development teams
* Acted as a liaison in Requirement Review meetings with Business Analysts and Software Engineers
* Identified, created, and executed, and recorded test cases in preparation for upcoming software releases

**Certifications**

* ITIL v3 Foundation - IT Service Management Certification
* ITIL Intermediate Certificate in Service Operations
* Project Management Certificate (University of California at Irvine)

**Technical Skills**

* Agile/ Scrum Framework, SDLC Best Practices, Workflow Design, System/ Unit Testing, User Acceptance Testing, and Test Case Execution & Reporting
* ITSM/Testing Tools: ServiceNow, VMware, HP Testing Suite
* Proficient in Microsoft Office Suite (Outlook, Word, Excel, PowerPoint, SharePoint, Visio, One Note)