





# AMANDA MARTINEZ

## ServiceNow Business Analyst

### CONTACT

amartinez@email.com   
(123) 456-7890   
Clearwater, FL   
[LinkedIn](#) 

### EDUCATION

Bachelor of Science  
Business Administration  
University of Florida  
2012 - 2016  
Gainesville, FL

### SKILLS

Microsoft Office  
Google Workspace  
Basecamp  
Balsamiq  
Tuleap  
GitHub  
Quip

### CAREER OBJECTIVE

Driven and highly analytical professional seeking a challenging ServiceNow business analyst role where to apply my expertise to translate organizational needs into solutions.

### WORK EXPERIENCE

#### Business Analyst

Tech Data Corporation

2021 - current / Clearwater, FL

- Used Microsoft Office suite to create data-rich reports, leading to a 17% improvement in executive decision-making.
- Managed Google Workspace tools, resulting in a 23% reduction in email communication time.
- Leveraged SAS Business Intelligence to develop interactive reports, saving 6 hours of time spent on data reporting.
- Conducted in-depth market research, leading to a **7% increase in market share** for the Company.

#### Inventory Analyst

Raymond James Financial

2018 - 2021 / St. Petersburg, FL

- Applied Basecamp to streamline project management, increasing team productivity by 31%.
- Created intuitive visual prototypes using Balsamiq to facilitate communication and feedback on inventory management.
- Improved process efficiency by 12% by implementing automation workflows in Tuleap.
- Implemented inventory optimization strategies that **reduced carrying costs by 16%**.

#### Administrative Assistant

Publix Super Markets, Inc.

2016 - 2018 / Lakeland, FL

- Coordinated meetings and scheduled appointments for a team of 12 executives, resulting in a 24% reduction in scheduling conflicts.
- Utilized Quip to create and maintain well-organized documents, resulting in a two-minute increase in document retrieval speed.
- Acted as the GitHub repository manager for the IT department, reducing errors by 23%.
- Assisted in the onboarding of 5 new employees, streamlining the process and **reducing training time by 31%**.