

Naadja Barnor BA CSM

nbarnorcs@gmail.com • 470-215-6278

SUMMARY

Extensive experience in software development methodologies including Agile/Scrum and Waterfall, as well as CMMI best practices and system development. Proficient in analyzing systems, gathering requirements, and creating documentation, including BRD, FRD, and TCD. Skilled in facilitating UAT and JAD sessions, collaborating with diverse teams, and conducting requirement gathering using various techniques. Strong communication, analytical, and project management skills, with expertise in agile tools like JIRA and Confluence. Advanced communication skills (written/verbal), with emphasis on demonstrated ability to translate complex concepts between business and technical groups. Strong organizational and project management skills across multiple threads of work streams. Strong background in change management, communications, and project management.

Education

Georgia State University, College of Arts and Sciences, Atlanta, GA

Skills

- **Data Analysis Tools:** Tableau, Salesforce CRM, ServiceNow, Jira, Microsoft 360, Confluence, NetSuite
- **Database Management:** SQL, GitHub, Onit
- **Visualization Tools:** Visio, Lucid Chart, Kanban Draw.io, Figma, HRcuity
- **Project Management:** Certified Scrum Master, Project Management Certificate
- **Certifications:** Tableau Desktop Certified, Jira Certified, Ai Certified
- **Additional Skills:** Data Integrations, Data Migrations, Strong verbal and written communication, Team/Work/Time Management, Problem-solving, Delegation, Active Listening, Analytical Skills, Collaboration

PROFESSIONAL EXPERIENCE

Cisco

Senior ServiceNow Business Analyst/Project Manager

Atlanta, GA

November 2023- Present

- Gather and document business requirements from stakeholders across various departments.
- Worked ServiceNow tickets, analyzing and resolving system issues, tracking incidents, and ensuring timely resolution for end users.
- Authored and maintained Functional Design Documents (FDDs), detailing system functionality, business requirements, and technical specifications to support development and testing teams.
- Managed and tracked Azure DevOps work items, collaborating with development teams to prioritize and resolve defects and feature enhancements.
- Configure Salesforce using declarative tools such as Process Builder, Flow, and Workflow Rules.
- **Acted as a liaison between business and technical teams, gathering requirements and translating them into actionable solutions for DocuSign enhancements.**

VMware Inc.

Senior Salesforce Business Analyst/Project Manager

Palo Santo, CA

February 2023 – November 2023

- Managed across 30+ key clients to support through end-to-end business requirements for Software Development Life Cycle for a Case Management Salesforce Implementation
- Oversaw and actively participated in test script creation for project with more than 2,000 user stories while making sure to meet deadlines.
- Acted as a liaison between end user and salesforce admin or developer leading to a 20% reduction time for how long it takes for a ticket to be resolved.
- **Troubleshoot user access issues by managing roles, permissions, and account verification to ensure smooth DocuSign operations.**
- Configure Salesforce using declarative tools such as Process Builder, Flow, and Workflow Rules.

Softnet LLC*Salesforce Business Analyst/ Scrum Master***NYC, NY**

August 2019 – December 2022

- Facilitated daily stand-up meetings with DevOps and offshore team in America, India, and Italy to effectively strategize business goals, deadlines, and budgets.
- Worked with the finance department to create organized business processes for various types of invoicing processes.
- Responsible for analyzing requirements to make sure requirements are clear, precise, bounded, unambiguous, and testable
- Supported and Maintained Salesforce CRM and FinancialForce (Certinia) Implementation from discovery to go-live production.
- Collaborated with stakeholders to document business needs and translate them into actionable development tasks within Azure DevOps

ADDITIONAL EXPERIENCE

Clemy Systems LLC*Business Analyst Intern.***Norcross, GA**

August 2017 – May 2019

- Analyzed user requirements, Use cases, and business rules to prepare Test cases.
- Involved in peer reviews of requirements.
- Prepared the Traceability Matrix for mapping the Requirements with Test Cases through Quality Center.