**Jenny Austin**  
**ServiceNow Business Analyst**

123 Your Street, Your City, ST 12345, (123) 456-7890, email@maxresumes.com

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4th September 20XX[Hiring Manager]

123 Address St

Anytown, ST 12345

Dear [Hiring Manager],

I am writing to apply for the ServiceNow Business Analyst position at [Company Name]. I am confident that my experience, knowledge and unique skill set would make me a great addition to your team.

I have 8+ years of experience in business analysis, gathering requirements, designing solutions and project management. I have successfully deployed ServiceNow solutions in a variety of fields such as IT, Human Resources, and Supply Chain Management. I have been working with ServiceNow since its early stages and am an expert in configuring the platform and its applications. I have also successfully implemented and managed various integrations and customization projects, which have enabled organizations to improve service delivery, reduce costs and increase customer satisfaction.

My experience also includes process analysis, mapping and re- engineering of business processes, understanding of ITIL and ITSM framework, and successful development of process automation solutions. I am highly organized, detail- oriented and able to handle multiple complex tasks. I also possess strong interpersonal and communication skills, which have enabled me to develop strong relationships with stakeholders and manage projects efficiently.

I am excited about the possibility to join your team and have attached my resume to provide a detailed overview of my qualifications. I am confident that I would be a great fit for the role and would be grateful for the opportunity to discuss my candidacy in more detail.

Thank you for your time and consideration.

Sincerely,

**Your Name**

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