

SUMMARY

Technical Business Analyst with expertise in agile environments, fintech processes, and digital solutions. Skilled in backlog management, user story refinement, and collaborating with cross-functional teams to enhance business outcomes in fast-paced settings.

EXPERIENCE

Information Technology Support Specialist

Tolleson Union High School District



Jun 2022 – Ongoing

Avondale, AZ

- Managed technical requirements and process improvement initiatives

 - Collaborated with product teams to analyze user needs, document requirements, and ensure readiness of backlog items
 - Participated in sprint planning, daily scrums, and backlog grooming to support agile development
 - Utilized tools like Postman and JSON for testing and verifying APIs as part of process optimization projects
- Contributed to the development of user stories

 - Worked with stakeholders to define clear acceptance criteria, ensuring user stories were complete and aligned with business objectives
 - Provided feedback to developers, reconciling requirements and helping refine features to enhance usability and performance

Owner & Software Developer

by The Lindemans



Dec 2022 – Ongoing

Glendale, AZ

- Led fintech app development and requirements gathering

 - Conducted market analysis, user interviews, and requirements workshops to define features for a personalized wellness app
 - Created user stories and functional specifications, guiding the development process from ideation to prototype
 - Implemented agile methodologies to manage the development backlog, prioritize tasks, and maintain project momentum
- Ensured alignment of technical solutions with user needs

 - Engaged in testing and validation to ensure functional requirements were met and user experience was optimized
 - Collaborated with developers to address technical challenges, ensuring solutions aligned with product vision

Mission Technology Specialist

The Church of Jesus Christ of Latter-Day Saints



May 2020 – May 2022

Syracuse, NY

- Supported agile processes and digital transition

 - Participated in process mapping and workflow analysis to improve digital communication and service delivery
 - Documented business processes and technical requirements, contributing to system enhancements
- Facilitated cross-functional collaboration

 - Acted as a bridge between technical teams and users, ensuring clarity in requirements and timely delivery of digital solutions
 - Supported agile sprints, refining requirements based on evolving user feedback and technical feasibility

EDUCATION

Bachelor of Science in Technological Entrepreneurship and Management

Arizona State University




Expected May 2026

Online

- 4.0 GPA, focused on agile methodologies, business analysis, and financial technology concepts

Associate of Science in Computer Science

Rio Salado College



August 2024

Tempe, AZ

- Graduated Summa Cum Laude with 3.9 GPA, with coursework in process design and system analysis

SKILLS

Technical Business Analysis

Agile Methodologies

User Stories

Backlog Management

Postman

JSON

Process Mapping

Requirements Elicitation

Cross-Functional Collaboration

Testing & Validation

Fintech Solutions

Documentation

Problem-Solving

Critical Thinking