

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