S M I T H A   K .   P R A S A D

Business Analyst/Technical Writer

Email: smithakprasad@outlook.com

VALUE OFFERED
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- Business Analysis/Technical Writing experience, coupled with project management skills, for over 10 years
- Solid software design and development background
- Experience with entire software development lifecycles (SDLC) from requirements gathering to design and development, validation, documentation, user acceptance and client support
- Experience with Business Continuity Planning, Disaster Recovery Strategies and Crisis Management Planning
- Experience with large-scale and small-scale projects, organizations in startup mode as well as established teams and businesses
- Skilled at facilitating discussions and working with culturally diverse teams across various geographic locations
- Thorough understanding of processes and procedures associated with quality control and ISO standards as applicable to design, development, product testing, validation and compliance in the software industry
- Proficient in developing and evaluating content for effective communication as well as Knowledge Management tools and techniques for knowledge dissemination and archival
- Skills include: Business Analysis, Technical documentation, Product/Process Development, Product/Project Management, Business/User Acceptance Testing, Product Development, Training, Customer Support, MS Office Suite, Visio, Sharepoint, OpenOffice, HTML, XML, reStructuredText

WORK EXPERIENCE
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2011-
CURRENT

Independent Consultant

Current/recent clients include:

Cardano Solutions   St. Paul, MN

Independent Consultant

- Core team member involved in the pitch of an enterprise-class asset investment planning software solution to various C-suite executives
- Responsible for creating various supporting documentation to assist marketing teams in the product pitch

The Carolinas Center for Medical Excellence   Cary, NC

Business Development Analyst/Technical Writer
- Responsible for documentation reflecting the organization's HIPAA compliance status- this includes creating Disaster Recovery Plans for critical business operations/systems (including access and restoration of EPHI on traditional as well as cloud-based systems), Business Continuity Planning and Management for vital business operations within the organization
- Create project documentation (functional specifications, user guides and technical manuals) for various business applications
- Provide writing (and editing) support to various Subject Matter Experts (SMEs) to create client reports
- Work with business development teams on responding to and coordinating the technical sections for RFPs
- Work with SMEs to gather and document requirements for new development efforts

ElectriCities of North Carolina   Raleigh, NC

Business Analyst/Technical Writer

- Worked with various business unit managers within the organization to identify and analyze critical business functions, and determine the impact of a loss of these functions over time (Business Impact Analysis)
- Created Business Recovery Plans for critical business operations, Crisis Management and Emergency Response Plans for various types of disruptive events impacting core business activities and communications
- Responsible for creating, editing and maintaining various documents including user guides (end user documentation for an integrated customer care and financial management software application) and policy manuals

SYSRAD (Contractor, US Department of Health and Human Services)

Business Analyst

- Facilitated discussions with experts and stakeholders to elicit and capture business rules and requirements for the implementation of EFT (Electronic Funds Transfer) for a state-of-the-art system that automates operations within child support programs
- Created and validated process flow models to highlight differences between existing systems and proposed new implementations
- Created detailed functional specifications used by the development team to implement EFT component of the system
- Created, edited and coordinated documentation between various teams across diverse geographic locations

RENCI (Renaissance Computing Institute)   Chapel Hill, NC

Technical Writer

- Worked with development team members to create and edit system documentation for a complex open-source distributed data-management system, deployed in mission critical environments
- Worked with SMEs to produce a white paper in the area of health informatics and the application of visual analytics in personalized health-care delivery
- Worked with computer network experts to create a paper outlining cutting-edge research being carried out in the area of network science and engineering via an NSF initiative
- Worked with data scientists to document the challenges encountered in existing scientific data centers as well as potential solutions to combat the flow of increasing digital data

Small Businesses, non-profits and individual clients

Non-Technical Writing

- Create, evaluate and manage website content for clients in various business verticals
- Create presentations, brochures, press releases and other marketing material
- Prepare, review and coordinate proposals and grant applications between multiple experts
- Managed all communication for a candidate for Town Council including website updates, social media updates, speeches and magazine interviews

Radysans   Apex, NC

Business Analyst/Technical Writer

2009-
2010
- Worked with SMEs to evaluate and optimize existing medical practice management workflow within an integrated clinical platform
- Captured and documented business requirements for proposed changes to the workflow for the implementation of a web-based EMR (Electronic Medical Record) application
- Worked with development and testing teams during the beta-version of the EMR application (waterfall methodology)
- Developed and compiled all documentation required for CCHIT certification of EMR software

- Developed user documentation and technical training guides

SV Temple Of North Carolina   Cary, NC

Knowledge Analyst/Writer

2009
- Captured and documented information from interviews with temple personnel and other SMEs required for the completion of the multi-million dollar temple project
- Acted as a liaison between various teams during final project phase
- Created document templates for use by various team members to ensure standardization of content

Comprehensive NeuroScience   Morrisville, NC

Business Analyst

- Gathered and documented business requirements from various stakeholders, including behavioral health experts, for a health analytics and decision-support web-based application
- Generated use cases and functional specifications for solution implementation by the development team
- Performed gap analysis and worked with SMEs to document potential solutions

2006-
2008
- Created test cases and developed strategies for system testing as well as end to end testing
- Worked with end users to validate solutions against user requirements and HIPAA compliancy requirements
- Analyzed and prioritized software defects reported by the Production team- presented reports in bi-weekly meetings to upper management
- Project Manager for multiple projects involving client implementations for product roll out

System Analyst/Technical Writer

- Created system documentation for a behavioral health management system. This included creation of user guides, API documentation, SOPs and document templates for design documents
- Created test cases and specifications from use cases during the implementation/release of a system update
- Responsible for creating and evaluating training course materials for use by internal employees as well as clients
- Evaluated e-learning and Knowledge Management techniques for information dissemination and archival within the organization

MarCole Interactive Systems   Walnut Creek, CA

Senior Systems Engineer

2000-
2005
- Responsible for software design and development, website development, e-commerce and interactive systems, system documentation, end-user documentation, user interface implementation and integrated reporting solutions for a web-based gift registry solution application
- Involved in entire product development lifecycles from developing use cases to software design and development, quality assurance, deployment and client support

GE Healthcare, Software Engineer, Sugarland, TX

Texas A&M University, Research Associate/Teaching Assistant, College Station, TX

Wipro-GE Medical Systems, Research Associate/Teaching Assistant**,** Bangalore, India

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EDUCATION

Texas A & M University,   College Station TX
- M.E., Biomedical Engineering (Minor- Digital Signal Processing, Imaging Techniques and Image processing)
- Graduated with a GPA of 4.0

BMS College of Engineering,   Bangalore, India
- B.S., Biomedical Engineering