**Senior Agile Business Analyst**

**Executive Overview:**

Senior Agile Business Analyst with an extensive background delivering end-to-end SaaS, COTS, software projects specializing in SharePoint design and implementation. Gathering user requirements, creating user stories, developing and maintaining detailed use cases, test plans, staying within budget while managing to risk analysis mitigation plans, will make your project successful. We will work together as a team!

**Clearance:**

Security Clearance: Current Public Trust - Background Investigation Department of Defense, Defense Acquisition University

Authorized to work in the US for any employer

# Work Experience

## Senior Agile Business Analyst, Quality Assurance Tester, Project Manager

General Dynamics Information Technology August 2014 to December 2017

* Department of Defense project to implement a Learning Management System (LMS) for the Defense Acquisition University (DAU) with a million plus, actively enrolled students, accessing over 600 resident and on-line SCORM 1.2 and 2004 courses with adaptive learning technology.
* Documented As-Is and To-Be procedures incorporating DoD and DAU regulations required to register students, provide transcripts, teaching schedules, grade books, course catalogs, and surveys without losing history or interrupting on-going processes with the legacy LMS software.
* Employed discovery workshops and interview sessions to document As-Is processes and gather To-Be requirements to satisfy the LMS solution requirements.
* Functional, System, Technical and Training Requirements documentation with MS Office tool suite, including Visio for Use Case diagrams and workflows, ensured internal, external stakeholders, and technical teams understood the Performance Work Statement (PWS) and service level agreement (SLA).
* Employed SharePoint Project features such as Tasks, Timelines, Dashboards, Burn Down charts and calendars to provide key stakeholders with up-to-the minute progress tracking.
* System configuration employed Agile Scrum methodologies. Project Sponsors, Key Stakeholders, and SMEs were included in bi-weekly Focus Groups ensuring project met requirements and remained on track.
* Quality Assurance (QA) Testing and User Acceptance Testing (UAT) conducted following detailed test plans as each functional area was configured enabled the technical implementation and training teams to build the next functional area without major rework. Executed 508 compliance testing for websites, SharePoint Sites, and public documents.
* Bug tracking with BMC FootPrints ticket tracking tool enabled issue resolution and regression testing ensuring issue resolution before executing retesting with end users.
* Roll-out using Pilot sessions with real students and instructors enabled selected curricula to be live before rolling out to the entire student body.

Project success was accomplished by establishing strong project governance rules, following Agile, IIBA and PMI standards to document requirements, manage issues and risks, implement solutions, including resolving business process requirement changes necessary to accommodate selected solutions without customization. Requirement changes were documented, submitted for review and accepted prior to configuration changes resulting in a well-documented, easy to follow artifact trail including Lessons Learned as they occurred in the software implementation cycle.

Senior Project Manager

The Midtown Group September 2013 to July 2014

* Project Manager on a 3-million-dollar Agile ERP project designed to bring a new, complex, line of business on board and integrate their existing legacy systems.
* Created and evaluated RFP requirements and assisted in solution evaluation
* Coordinated vendor schedules, reviewed and managed vendor invoices for payment
* Created detailed MS Project Plan and business process flow diagrams using Visio, Word, and Excel along with MS Project to monitor progress and risk.
* Developed User training documentation
* Conducted User Training sessions
* Followed PMI project standards & artifacts: project plan, scope, time & cost budgets, quality, resources, communications, risk, procurement, testing, & user training
* Project Manager and Senior Business Analyst on an Ability One.Net/SSRS project to automate payables, & government billing for their $20 million dollar Secure Document Destruction line of business
* Conducted user interviews, created user stories, designed the necessary testing procedures to successfully implement the new software and successive upgrades
* Designed & implemented end-user SharePoint library to store all artifacts, employing document versioning & metadata enabling audit trail & user real time views of documents.
* Implemented Scrum Agile methodology to incrementally deliver user accepted, testable software modules

## Senior Business Analyst

ICF International

August 2013 to September 2013

* Lead section member of a 20-member Business Analyst team creating use cases necessary for a multi-million dollar bid for the USPS.
* Implemented Agile scrum methodology to turn the use cases quickly from initiation to final review needed before incorporating into the bid.

## Senior Business Analyst

CAI

May 2013 to June 2013

World Bank Group International Finance Corporation

* One month contract to develop a comprehensive Business Requirements Document representing the Business Process Rules and needs of the IFC Treasury
* Incorporated findings from a comprehensive Oliver Wyman Treasury study
* Conducted requirements gathering sessions with stakeholders, subject matter experts, and application managers to gather detailed current and future state requirements
* Created process flows, functional requirements, and traceability matrix, following IIBA standards documenting both current and future state requirements

## Senior Business Analyst

SUPREMESOFT, INC - Vienna, VA

January 2013 to January 2013

Technology Consulting Firm

Provided Business Analysis for a Veterans Administration contract vendor

* Completed a time critical web analysis project in 50% of the target schedule that demonstrated how Single Sign On technology would be incorporated into the existing LMS software
* Developed Use Cases and process flows using Microsoft Visio for UML modeling and MS Word and PowerPoint for presentation.

## Senior Engagement Manager

BLACKBAUD, INC

March 2009 to March 2012

Client Engagement Manager providing software and consulting services to 5 con-current clients using the Blackbaud Raiser’s Edge software, a SaaS, COTS product similar to Salesforce. Monitoring daily activities met the service level agreements and partnering with the internal sales and technical teams to develop detailed statements of work (SOWs) provided Blackbaud with satisfied clients, contract renewals and new contracts.

* Increased revenue $720K by exercising strong client advocate and interpersonal skills; enabled negotiation of client service agreement contracts at more favorable pricing
* Reduced time and risk 5% by analyzing business processes and uncovering processes being performed for clients outside of the Service Level Agreements.
* Implemented business process improvements resulting in reduced risk, time, & cost.
* Team lead for cross-functional teams on upgrades and new installations employing Agile methodologies throughout the complete software development life cycle.
* Assessed and defined data warehouse requirements for Business Intelligence dashboards and reporting; weekly performance reports.
* Comprehensive test scripts and data analysis using SQL to validate results and monitor performance; collaborate with technical team for issue resolution.
* Developed cost effective solutions for clients to take advantage of the software product with little or no change using training and business process modifications whenever possible effectively reducing software modification requirement and cost.
* Analyzed trends and recommend process improvements to move prospects to sustaining donors.

## Senior Project Manager

AMERICAN DIABETES ASSOCIATION

August 2000 to December 2008

Healthcare Association Funding Diabetes research

* Project lead on a multi-million-dollar project that discovered and implemented the Blackbaud CRM SaaS, COTS, solution including an e-Store and data warehouse reporting system, on time and on budget
* Created detailed Project Plans and business process flow diagrams using Visio, Word, and Excel along with MS Project to monitor progress and ensure a quality solution for a two phase migration process; SQL test scripts implemented to ensure data quality
* Followed PMI project standards: artifacts: project plan, scope, time and cost budget, quality, resources, communications, risk, procurement, testing, user training, program
* Tracking detailed lessons learned and project artifacts from Phase I, enabled collaboration with Phase II teams and project completion resulting in $208M in donations the following year.

# Core Competencies

Implementation and client support of LMS and CRM SaaS, COTS, solutions across multiple business domains. In-depth experience with the full software development life cycle (SDLC), including SQL query tool for data analysis, allows me to work with the client to elicit SMART (Specific, Measurable, Attainable, Realistic, Time boxed) requirements and create user stories, use cases, and test cases that support the client and the technical implementation teams.

Building strong client and internal team partnerships that deliver consistent, profitable, and positive client experiences by following IIBA and PMI governance standards, a “can do” attitude, and strong work ethics, ensure project success.

# Technology Skills

Business Analysis and Project Management- all phases of the SDLC cycle.

* 1. Gathering Requirements, creation and maintenance of requirement traceability matrix
  2. SharePoint Analysis and site design including metadata and reporting
  3. Workshop and Joint Application Design (JAD) sessions
  4. Change Management requests
  5. As-Is processes, To-Be processes
  6. Workflow diagrams
  7. Gap analysis, Business Process Redesign (BPR)
  8. System architecture diagrams
  9. User Story development, Product Owner collaboration
  10. Implementation plan and execution management,
  11. Functional and Technical specifications  
      test plans and use case creation and execution, UAT creation and execution
  12. Quality Assurance testing including Key Performance Indicators (KPI)
  13. SLA service level agreement
  14. Project and phase closeout with Lessons Learned
  15. Vendor management
  16. Meeting minutes
  17. Executive presentations with PowerPoint
  18. Training materials and training sessions

Microsoft Office Suite 2013 & 2016: expert level- Project, Excel, Pivot Tables, Word, PowerPoint, and Visio. SharePoint site design including InfoPath, Workflows, Webpages, Blogs, Team Sites, Dashboards, Document Libraries and metadata.

SQL, Snag-It. Relational database design. Data schemas and SSRS reporting. BMC FootPrints Service Core ticket tracking. 508 Compliance requirements for Websites, SharePoint Sites, and Public documents.

# Certifications/Licenses

PMP- July 2012 to July 2018 ID # 1526669

Project Management Professional

## CSM- Dec. 2012 to Dec. 2019 ID # 232385

Certified Scrum Master

CBAP**-** anticipated completion May 2018

Certified Business Analyst Professional