BOLATITO ALABI

Lindenwold, NJ
609.251.2516
bolaalabi96@gmail.com

linkedin.com/in/sherryalabi

Professional Summary: Results-driven and resourceful professional with over 5 years of progressive experience in agile methodologies, transitioning from a Business Analyst to a Product Manager role. Skilled in all stages of the System Development Life Cycle (SDLC), including business analysis, requirement gathering, and managing and documenting business and functional requirements. Successfully launched 5 new consumer goods, including coffee mugs and travel accessories, resulting in a 20% increase in sales. Proficient in product development, marketing strategies, and value proposition creation. Adept at effective communication with stakeholders at all levels to ensure their needs are translated into fit-for-use solutions. Competent in leading and facilitating events, prioritizing and organizing backlog items, and delivering exceptional artifacts such as RMP (Requirement Management Plan), user stories, acceptance criteria, use cases, process flow diagrams, swim lane diagrams, and mock-ups. Passionate about leveraging artificial intelligence technology and business analysis to drive product success, with strong skills in empathy maps, personas, storytelling, and messaging.

Work Experience.

Product Analyst
Maximus Inc, Virginia
April 2023 – Present

Essential Duties and Responsibilities:

- Elicited business requirements from subject matter experts by writing user stories, resulting in a clearer, more detailed, and complete understanding of project deliverables.
- Translated business requirements into tangible deliverables like functional specifications, use cases, user stories, workflow analysis, and process diagrams.
- Achieved results after thorough research of functional needs by collaborating and communicating with various stakeholders, both internal and external to the company.
- Applied strong analytical reasoning to understand end user's requirements and transformed them into operational applications.
- Collaborated with development teams to ensure solutions were implemented accurately.
- Extracted, analyzed, and reported data to support program activity and assist in management decision making.
- Worked closely with operations and systems staff to define requirements, test criteria, and success factors.
- Defined system scope and objectives and prepared RMP.
- Acted as liaison between development and business teams.
- Analyzed current and future states and performed gap analysis.
- Worked with Product Owner on the release of new features and project initiatives and prioritized the product backlog on an ongoing basis to meet release timelines.
- Documented functional specifications based on requirements and created process flow diagrams.
- Created wireframes, prototypes and high-fidelity mockups for a variety of projects.
- Utilized JIRA for tracking communication and timely execution across diverse sectors.

- Collaborated with on-site developers and other analysts to implement functional specifications until achieving stakeholders' desired end results.
- Translated user and/or systems requirements into functional technical specifications.
- Created EHR workflows based on requirements elicited for healthcare software from stakeholders.
- Demonstrated product demos and mockups to clients.
- Applied understanding of SDLC process and deliverables/agile methodology to project development.
- Collaborated with design and QA teams to coordinate testing efforts.
- Performed UAT testing and web portal validation to inform solution outcome and improve user experience
- Provided training for end users.

Business Analyst
Doxen Technology, Maryland
March 2019 – April 2023

Key Responsibilities and Achievements:

- Led interviews with key business users to collect information on business processes and user requirements, resulting in a 20% improvement in requirement accuracy.
- Collaborated with subject matter experts and technical teams in the planning, design, and development of new information system solutions.
- Acted as a bridge to translate business requirements to data and analytics needs for the portfolio.
- Interacted with internal customers to understand business needs and translate them into requirements and project scope.
- Guided the approach and process for requirements gathering, business case development, and JAD sessions.
- Acted as liaison between developers, architects, and end users to ensure technical compatibility and satisfaction.
- Conducted user research and developed user personas to inform product design and development.
- Participated in the development and grooming of Project Backlog Stories (Requirements) with business and technology partners.
- Elicited and captured business requirements in an Agile software development environment.
- Translated user and/or systems requirements into functional technical specifications.
- Collaborated with UX designers, developers, and product owners to establish the technical vision and analyze tradeoffs between usability and functionality.
- Managed work using Agile Scrum & Kanban boards.
- Decomposed Epics into Features and User Stories down to detailed functional and nonfunctional requirements.
- Converted requirements into user stories and participated in agile delivery methodology.
- Demonstrated expertise with standard concepts, practices, and deliverables related to business analysis in support of software development projects.
- Created wireframes to demonstrate complex systems and user journeys to stakeholders.
- Conducted UAT with cross-functional business teams to ensure the system is aligned with the vision of the business teams.
- Proactively identified and engaged key project stakeholders/partners to avoid unanticipated issues and gaps during project execution.
- Negotiated, facilitated, and communicated expectations between business stakeholders and the development team.
- Demonstrated product demos and mockups to clients.
- Applied understanding of SDLC process and deliverables/agile methodology to project development.
- Acted as the voice of the customer to help the team and stakeholder

Credentialing Specialist
Regional Women's Health Group, Voorhees, NJ
April 2018 – March 2023

Key Responsibilities and Achievements:

- Achieved 90% accuracy while updating databases with provider data and verifying demographic changes.
- Drove implementation of data and Modio software, resulting in a 30% increase in operational efficiency.
- Resolved issues through active listening and open-ended questioning, escalating major problems to the manager.
- Obtained NPI numbers for providers and facilities and updated existing profiles.
- Enrolled providers in Medicaid, Medicare, and private insurance plans.
- Conducted primary source verifications such as background checks and board certifications.
- Received and evaluated applications to identify missing and inaccurate information.
- Led, coordinated, and monitored the review and analysis of practitioner applications, ensuring provider eligibility.
- Maintained accuracy and integrity of the credentialing database system and related applications.
- Verified board certification in ABOG, NCCPA and other related portals as required
- Led and coordinated credentialing integration projects for new acquisitions.
- Generated monthly reports to monitor credentialing status updates.

Insurance Verification Supervisor
Thomas Jefferson University Hospital
May 2016 – March 2018

Key Responsibilities and Achievements:

- Secured pre-certification and verification of benefits, resulting in a 20% reduction in claim denials.
- Verified and updated patient demographic information with 95% accuracy.
- Liaised with insurance payors to verify eligibility, benefits, and obtain referrals and pre-certification for all elective cases.
- Initiated prior-authorization and notification of admission when necessary.
- Analyzed benefits according to different HMO, PPO, POS, Medicare, and Medicaid plans while tracking deductibles and co-pays.
- Requested and tracked pre-authorization from insurance carriers within the allotted time frame.
- Provided specialized support and customer service internally and externally.
- Prepared clinically appropriate authorization to ensure correct reimbursement for services provided.
- Applied knowledge of medical terminology, HCPCS/CPT, ICD-9, ICD-10 codes, and CPT codes for easy workflow.

Education and Training:

Post Graduate Certificate, Product Manager
University of California, San Diego, CA
March 2024 – September 2024

Digital Marketing, Certificate
ClickBank University, Boise, Idaho
July 2020 – September 2020

Business Development, Certificate
LAEDA Entrepreneurial Development, Camden, NJ
September 2015 – March 2016

Health Information Technology, Certificate
Rowan College at Gloucester County, Sewell, NJ
May 2012 – December 2012

Bachelor of Arts
University of Lagos, Lagos
September 1987 – May 1991

Skills:

Product Management	Technical skills	Analytical Skills
• Agile Methodologies • Product Management • Roadmap Planning • Feature Prioritization • Product Launch	• SDLC • JIRA • Wireframing • UX/UI Collaboration • Website Design (JavaScript, CSS etc) • EHR Workflow • API • Enum • SQL • Tableau BI • Technical Stack	• Business Analysis • Requirement Gathering • Data Analysis • Process Flow Diagrams • Use Cases • Market Research • Competitive Analysis
Soft Skills	**Digital Marketing:**	**Learning Tools:**
• Stakeholder Communication • Storytelling & Messaging • Empathy Maps • Personas • Usability Testing • Project Management • Provider Credentialing • Insurance Verification • Digital Marketing • Value Proposition Creation	• Google Analytics • Facebook Ads • Bing Ads • Hootsuite	• Strategyzer • Jira • Mixpanel • Figma • Balsamiq • Asana • Mural • TinkerCad • Design a Better Business tools