



**Tommy
Alvarado**
Business Analyst



tommyalvarado2@gmail.com



801.319.3966



American Fork, UT

Skills

- Web Design
- Front-end Coding
- Agile Methodology
- Documentation
- Integration Implementation

Education

B.S. Computer Engineering
Utah Valley University | Present

PMP Educational Course
Utah Valley University

Full Stack Development Certification
University of Utah | Present

Experience

CloudVirga

Business Analyst

2022 - Present

- Performed research and development for any changes made to identify impacts on our products and procedures.
- Assisted in transition to hybrid/agile methodology from waterfall.
- Lead mapping data points for our integrations like Encompass and other clients.

ICE Mortgage Technology

Business Analyst

2017 - 2022

- Collaborated with Quality Assurance, Development, Sales, Project and Product Teams.
- Created and maintained documentation for client implementations and updates.
- Trained Sales and Support teams on new procedures and tools in order to maintain synergy and transparency.
- Triaged incoming tickets for sprints and backlogs as needed.
- Assisted with release testing and regression testing.
- Assisted with transitioning PRDs into tickets to ensure all demands were achieved.
- Assisted support leadership with high impact tickets.

