Benefits Contractor Benefits Contractor Business Analyst/ Project Management Orlando, FL PM professional seeking corporate project-based opportunities. Authorized to work in the US for any employer Work Experience Benefits Contractor AON - Maitland, FL July 2018 to Present * Gather requirements for medical benefits software implementation by meeting with key project stakeholders and end users   * Define and documented software requirements and architect for healthcare benefits workflow * Interview SMEs for routine benefits selections * Validate software requirements during User Acceptance Testing (UAT) Tolling Contractor SNI/TransCore - Orlando, FL August 2017 to June 2018 * Interviewed SMEs to create tolling system workflows * Created data flow analysis, training documentation and user guides   * Submitted formal written contract deliverable requirements * Collected requirements for Automatic Coin & EPASS/Credit Card Collection System * Managed SharePoint documentation for multiple client/ project sites * Assisted with batch uploads and data cleansings and conversions for 15 level system upgrade * Provided edits for multi-draft documentation and generated weekly gap analysis and staff reports IT Contractor Century Link - Winter Park, FL March 2017 to July 2017 * Created user stories per project for software automation projects in complex network architecture environment * Collaborated with on/off shore developers for software automation projects * Worked with SMEs to document IT network manual process flows * Elicited system requirements for Resolve software automation requests documenting necessary IT infrastructure associations * Attended routine scrum and sprint planning, review and backlog refinement meetings Benefits Contractor AON - Maitland, FL October 2015 to March 2017 * Gathered requirements for medical benefits software implementation by meeting with key project stakeholders and end users   * Defined and documented software requirements and architect for healthcare benefits workflow * Translated technical issues to project stakeholders regarding user interface designs   * Validated software requirements during User Acceptance Testing (UAT)   ? Rally Agile Central ? SharePoint ? Visio Process Flows ? System Requirements   ? Agile Scrum ? System Test Scripts ? MS Project ? Contract Management ? Business Process Modeling ? Data Conversion Techniques   ? System Requirements   ? User Stories   Business Analyst 407.509.9905 camposprojectconsulting@gmail.com FELICIA CAMPOS Central Florida   Business

Analyst   407.509.9905 camposprojectconsulting@gmail.com   FELICIA CAMPOS Central Florida

Project Manager AAA National - Heathrow, FL August 2014 to September 2015 Construction, Public

Relations) * Lead project build of on-sight Video Production Studio * Procured and managed all

project resources including construction, AV and IT contractors and managed purchases of all studio

technical equipment and SaaS subscriptions * Created and updated project status reports and

submitted to stakeholders Project Manager Event & Entertainment Technology Solutions - Orlando,

FL November 2008 to July 2014 * Provided support for multi-discipline projects in matrix

organization up to 6 projects simultaneously including healthcare, entertainment and construction *

Managed inventory and accounting software automation project * Collected requirements and

communicated project issues and updates via project system and directly to stakeholders Project

Coordinator Event & Entertainment Technology Solutions - Orlando, FL May 2001 to September

2008 * Provided project support by managing project schedule and vendor requests including

invoicing, RFPs and contract reviews * Processed payroll for technical field team members *

Established clear follow up dates, proactively contacting client support team members to review

progress and confirm completed tasks Education Speech Communication Old Dominion University -

Norfolk, VA August 2008 Certifications/Licenses FL 215 Life and Health Present

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