

LEWANAH FLEE

CONTACT

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SKILLS

- Problem-Solving
- Communication
- Flexible and Adaptable
- SDLC Methodologies
- Relationship Management
- Critical Thinking
- Conflict Management
- Requirements Elicitation
- Analytical Skills
- Microsoft Suite
- Microsoft Excel
- PowerPoint
- Azure DevOps
- Snagit
- SQL
- Jira
- Agile
- Scrum
- Kanban
- Confluence
- Swim lanes
- Process Flow Diagram
- Gap Analysis
- User Acceptance Testing (UAT)
- Team Engagement

PROFESSIONAL SUMMARY

Business Analyst with over 5 years of experience finding and implementing solutions to problems, streamlining operations, and going above and beyond to ensure client satisfaction.

Excellent team member with great abilities in analytics, interpretation, communication, and problem-solving. Skilled in prioritizing and organizing work to the maximum satisfaction of clients, as well as managing projects in both Agile and Waterfall software development environments.

TECHNOLOGY SUMMARY

- Software Development Lifecycle (SDLC) | Snagit | Slack | Teams
- Requirement Elicitation | RMP | Conflict Management
- Mockups | JAD | Microsoft Suite | Collaborative Skills | Swim lanes
- Process Flow Diagram | Business Process Modeling | Gap Analysis
- Gherkin- Acceptance Criteria | Agile Framework | User Stories
- MS Office | Lucid Chart | Team Leadership | Team Management
- Confluence | Jira | Azure DevOps | Microsoft Visio | Team Leadership
- User Acceptance Testing (UAT)
- Agile | Scrum | Kanban
- Google Suite

WORK HISTORY

BUSINESS ANALYST 03/2019 to Current

Wipro / Massachusetts

- Document and develop business Artifacts.
- Conduct interviews to gather requirements through workshops, questionnaires, surveys, workflow storyboards, use cases and scenarios.
- Develop an architect solution that improve the quality of data across more than 25,000 contact records and over 85,000 properties.
- Document complex processes in Asana & Confluence.
- Create step-by-step representation of how a user interacts with a service, mapping user perspective at each stage and obstacles that may occur.
- Act as liaison among clients, operations, and technical staff
- Create user stories/use cases, process & data flows, and scenario in order to clearly communicate a set of functional requirements.
- Assists in documentation of Design Documents and Implant Base Documents
- Develop high fidelity wireframes and functionality mockups for internal and external use to ensure accurate and complete user stories and thoughtful design.
- Provide input and support the development of business and functional specifications.
- Document to ensure business requirements are adequately reflected in development documents.
- Identify solutions to resolve business problems for internal and external customers by utilizing problem solving and analytical skills and documenting the "why" and "what" of the business problem.
- Works with the development resources and QA resource to facilitate system testing.
- In conjunction with the QA Analyst and development team, identifies user acceptance and based on business requirements, creates expected results for use in test cycles.
- Have experience working with Azure DevOps.

BUSINESS ANALYST/ SCRUM MASTER 04/2017 to 03/2019

Wipro / Massachusetts

- Monitored projects through the Software Development Life Cycle (SDLC) process using Agile/ Scrum Methodologies and served as a liaison between the business and the technical resources to gather and communicate requirements, which helped define and verify product design.
- Elicit requirements using interviews, document analysis, requirements workshops and joint Application Design (JAD) sessions.
- Lead a Scrum team with the capacity of 9 team members to build an education base system.
- Transitioned a team from Waterfall to Agile and delivered all our MVPs for that release.
- Coached teams on using tools like Jira and Confluence.
- Direct efforts to effectively connect and interact with external and internal stakeholders, and Product Owners to analyze requirements and deliver the required artifacts: Functional Requirements Document, Business Requirement Documents, Use Cases, Process Flow Diagram, and Screen Mockups.
- Manage user story backlogs by ensuring that backlog items are properly estimated, adequately groomed, and prioritized to meet the INVEST criteria.
- Facilitate user meetings and review of requirements, user stories, acceptance criteria and other artifacts, effectively communicate requirements to the technical team.
- Partner with the Product Owner and business stakeholders to elicit and refine user requirements.
- Partner with the Developers within the team to elicit and refine operational or enabler requirements.
- Facilitate Product and Sprint Backlog refinement sessions.
- Document business requirements and present these requirements in a manner that is concise, measurable, and flexible enough to meet project and stakeholder needs.

EDUCATION

BACHELOR of ARTS (SOCIOLOGY) **UL**
2009-2013

Certifications

- PSM1- Professional Scrum Master **860605**
- PSPO1- Professional Scrum Product Owner **860599**