

Michael Clatterbuck

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Professional Experience Summary

Business Analyst with expertise in system testing, data validation, and process optimization, focused on IT modernization and project management. Skilled in requirements gathering, stakeholder collaboration, and process automation. Experienced in Agile methodologies, user acceptance testing (UAT), and aligning technical solutions with business objectives. Proficient with Excel, Google Sheets, Jira, and Microsoft Office. Certified Scrum Master.

Certifications

- **Certified SAFe 6 Scrum Master** (Obtained: 04/2024)

Skills

- System Testing & Debugging
- Data Analysis & Reporting
- Project & Sprint Management (Scrum, Agile, SDLC)
- Cross-Functional Collaboration
- Process Improvement & Automation
- Requirements Gathering & Documentation

Software Proficiency

- Excel, Google Sheets
- Jira, Slack, Monday.com, Whiteboard
- SharePoint Microsoft Office (Word, PowerPoint, Teams)

Experience

AcisTek LLC — Jr. Business Analyst

Arlington, VA | January 2024 – September 2024

- Served as a liaison between the internal SMART and SIP teams and HUD (Department of Housing and Urban Development), facilitating communication and ensuring alignment on business requirements.
- Led the end-to-end automation of manual processes within the organization, beginning with a detailed analysis of existing workflows. After identifying inefficiencies, collaborated with cross-functional teams to design and implement automated solutions that reduced

troubleshooting time by 20%. In addition, recommended key optimizations for internal tools, which improved testing efficiency by reducing manual interventions and increasing the accuracy and speed of issue resolution. Throughout the project, I ensured proper documentation, provided training for users, and worked closely with the development team to implement continuous improvements.

- Led comprehensive testing efforts for internal systems, including module integration and resolving data discrepancies. Collaborated with QA and development teams to validate test cases, identify bugs, and ensure timely fixes. Managed high-volume data testing to assess system performance and scalability.
- Conducted in-depth data analysis using Excel and Google Sheets to identify trends and provide actionable insights. Diagnosed and resolved data layout issues, improving workflows and increasing data accuracy.
- Actively involved in sprint planning, grooming, and retrospectives. Collaborated with cross-functional teams to ensure project requirements were met on time, and managed backlogs in Jira to prioritize tasks.
- Led meetings with stakeholders to gather business requirements and documented them clearly for developers and QA teams. Facilitated cross-departmental communication to ensure alignment on project goals.
- Utilized the SMART (Single Family Mortgage Asset Recovery Technology) system daily to automate business processes for HUD, facilitating loan servicing for individuals facing income challenges.
- Engaged with the SIP (SMART Integrated Portal) system regularly, a platform that connects to SMART, enabling Borrowers, Servicers, and Third Parties to manage Partial Claim Loans.

Specialty Technician

Madison Wood | Madison, VA | June 2016 – December 2023

- Managed a team of 12 employees in the warehouse, improving team efficiency by restructuring workflows. Provided training, supervision, and performance evaluations for night shift staff.
- Led the redesign of the warehouse inventory system, improving material utilization and reducing material handling time by 15%. Designed and implemented an online ordering system for bulk propane, resulting in a 10% increase in ordering efficiency.
- Created and maintained data tracking systems using Excel to log purchases and inventory, which improved stock visibility and reduced errors.
- Worked closely with cross-functional teams, including delivery professionals and warehouse staff, to streamline processes and ensure timely material mobilization.

Education

- **Bachelor of Science in Business Technology & Entrepreneurship**
James Madison University | Harrisonburg, VA GPA: 3.715
August 2017 – August 2022
- **Associate of Arts in Liberal Arts & Sciences**
Piedmont Virginia Community College | Charlottesville, VA
May 2014 – May 2017