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| **Kay Maclean** |

**Laurel, MD|646-972-7631**

**Email: Macleankay14@gmail.com**

# Summary

A Business Analyst Professional with 5 years’ experience supporting multiple projects through the different stages of the software development life cycle, eliciting, documenting, analyzing, and completing Business Requirements for stakeholders and business users through various techniques. A very detailed and efficient team player with strong analytical, communication and problem-solving skills. Ability to manage multiple projects simultaneously while executing project deliverables that meet the highest level of client satisfaction in good timelines.

**Skills and Abilities**

* Business Analysis
* Scrum
* Agile Methodology
* Waterfall Methodology
* Quality Assurance
* Process Optimization
* Strategic Planning
* Data Analysis
* Requirements Gathering
* Jira
* Azure Devops
* Tableau
* User Acceptance Testing (UAT)
* Analytical Thinking
* Effective Communicator

**Education**

* University of Lagos
  + Bachelors in Creative Arts.

**Certificates**

* CSM (certified scrum master)

# Experience

**Accenture (Business Analyst) June 2022 – Present**

* Focused on defining business value, building functional and technical requirements, creating user stories, acceptance criteria and user personas, and refining backlogs.
* Elicits requirements through Joint Application Development (JAD), interviews, questionnaires by working with stakeholders to define and document customer requirements and translate business requirement to detailed user functional, and system requirements.
* Translates stakeholder requirements into different tangible deliverables such as functional specifications, user stories, use cases, use case diagrams, workflow diagrams, data model diagrams, mock-ups, and activity diagrams.
* Maintains and organizes projects using project management tools (JIRA, Confluence).
* Responsible for written/verbal communications within stories, epics, task, sub-task.
* Actively participates in idea/brainstorming sessions with stakeholders, providing guidance, best practices, and feasibility information to the discussion.
* Collaborates with cross-functional teams across client business units, program, and product management.
* Conducts gap analysis and downstream impact exercises for system changes.
* Work collaboratively with Scrum Masters, Development teams, and Product Owners to support software delivery.
* Assists the scrum team to create the project deliverables agreed upon for the sprint and regularly updates the scrum board and impediment log.
* Elicits requirements through Joint Application Development (JAD), interviews, questionnaires by working with stakeholders to define and document customer requirements and translate business requirement to detailed user functional, and system requirements.
* Translated stakeholder requirements into different tangible deliverables such as functional specifications, user stories, use cases, use case diagrams, workflow diagrams, data model diagrams, mock-ups, and activity diagrams.

**Walgreens (Business Analyst) April 2020 – June 2022**

* Prioritized work that needs to be done against the capacity and capability of the team
* Maintained product backlogs.
* Helped the scrum team achieve higher levels of scrum maturity.
* Performed all sprint/iteration planning to achieve the client’s functional goals and expectations.
* Conducted daily scrums, reduced roadblocks, conducted all sprint ceremonies, provided sprint reporting.
* Supported an efficient agile development process through scrum and development sprints.
* Determine and monitor key metrics to help measure the effectiveness of our product strategy.
* Design and develop to-be processes and technical solutions to meet Walgreens business.

**Blue Cross Blue Shield (Business Analyst)** **January 2018- April 20202**

* Work in a rapidly changing field.
* Partnered with business leaders to gather and document business requirements for strategic and operational projects across the enterprise.
* Elicited, analyze, validate, specify, verify, and manage the business needs of the project stakeholders, to include customers, partners, and end users.
* Supported business owners and executive sponsors through the project initiation process.
* Supported business areas throughout the entire Project Development Life Cycle (PDLC), ensuring the requirements are accurately translated and tracked throughout the project.
* Scheduled, plan, and lead requirement gathering and review meetings.
* Developed a comprehensive requirements management plan and schedule.
* Used the information gathered to identify problems, opportunities, and solutions for the business to achieve better value.
* Facilitated requirements prioritization based on business value.
* Collaborated with colleagues and stakeholders to gain a thorough understanding of essential business requirements to ensure all are focusing on the same objectives.
* Communicated technical concepts to non-technical stakeholders.
* Created accurate and understandable detailed documentation including meeting minutes, action items and decisions, business requirements, process flows, risks and issues, use cases, and user stories, and weekly status reporting
* Documented and analyze business requirements, processes, and workflows ensuring that requirements statements are complete, consistent, concise, traceable, feasible, unambiguous and verifiable
* Assisted business partners with test planning and quality reviews to ensure solutions meet quality and scope objectives