ELIZABETH C. MANGANO

12102 Willingdon Rd • Huntersville, NC 28078
(513) 646-3493 • elizabeth.c.mangano@gmail.com

BUSINESS/DATA ANYLST

Requirement Gathering ~ Testing ~ Documentation ~ Reporting ~ Research
SAS Programming ~ Data Collection / Mining ~ Statistical Analysis

Business professional experienced with full life cycle software development. Skilled at gathering, interpreting, and writing business requirements. Adept at developing, executing, and maintaining test plans. Proficient SAS programmer with capabilities in Excel, SQL, and MS Access. Advanced analytic skills with strong attention to detail; providing data analysis for upper management, educational institutions, government, and research studies. Possess master's degree in applied statistics with a strong knowledge of various statistical techniques.

PROFESSIONAL EXPERIENCE

ITS CONSULTING, Lutherville, MD   **2011 – Present**
Quality Assurance/Testing Specialist, GANTECH   *2012 - Present*
Business Analyst, Computer Aid Inc   *2012*
Business Analyst, Deloitte & Touche LLP   *2011 - 2012*

Provide functional support for the Maryland State Department of Education (MSDE) Longitudinal Data Feeder System Maintenance and Support contract. Serve as the liaison between development team and MSDE end users. Log and review support requests to determine defect type and severity. Replicate defects in test region and work with development team to produce business solution strategies to meet client's needs.

- Provide quality assurance on all development work; verifying accuracy and integrity of resolved defects prior to client's UAT.
- Create and maintain use case scenarios and system test plans.
- Manage support requests for 4 applications and 7 modules from multiple points of contact.
- Facilitate Joint Application Design (JAD) sessions with client.
- Develop and maintain functional requirements and user manuals.
- Train client and end users on module functionality.
- Redesign process flows, application designs, and file formats to meet client's needs.
- Perform gap analysis on module modification.
- Design and develop proto-types to communicate business solutions to development team and client.
- Update monthly status reports and bi-weekly agendas submitted to client.

MARYLAND STATE DEPARTMENT OF EDUCATION (MSDE), Baltimore, MD   **2008–2011**
Education Program Specialist, Division of Accountability and Assessment

Created SAS programs to process, validate, and compare data from twenty-five agencies on an annual basis. Worked and collaborated with Oracle developers to manage and update annually the student discipline data collection apparatus. Experienced at identifying and resolving program bugs. Dedicated to improving process flow, ensuring data quality, enhancing product functionality, and satisfying business needs.

- Selected to be MSDE representative for development of Web Data Collection System – Statistical Process Control (WDCS-SPC) module.
- Participated in JAD sessions, process flow development, module design, and co-developed algorithms used to validate data.
- Created, executed, and maintained test plans for User Acceptance Testing (UAT) on several WDCS modules.
- Developed SAS programs to replicate the WDCS-SPC validation process, validating all calculations and module output for UAT.
- Redesigned discipline data collection process.
- Managed twenty-five LEAs through multiple data collection processes.
- Developed and maintained process documentation and data collection manuals annually.
- Completed special projects as dictated by business needs.

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PROFESSIONAL EXPERIENCE (CONTINUED)

SUSAN AUSTIN, Baltimore, MD**2010**
Consultant

Collaborated with individual to support dissertation research with statistical analysis. Managed research database, performed SPSS data analysis, generated descriptive statistics, and communicated results to client.

CONNECTIONS ACADEMY, Baltimore, MD**2006–2008**
Statistician Manager

Managed state test data import process for schools located in twelve different states. Developed and automated business process to identify student's for PACE program. Reported findings of statistical analysis and delivered presentations in language understandable to all end users. Collected, organized, and interpreted accountability reports and technical documentation. Created annual reports for each school location.

- Analyzed state test scores in SPSS, Access, and Excel.
- Determined relationships between in-house pre- and post-assessments and state tests.
- Created survey tool and analyzed survey results for PACE program.

CENSUS BUREAU, Suitland, MD**2004–2006**
Mathematical Statistician

Hired as intern; transitioned to full-time employee. Provided end users with meaningful survey statistics. Developed documentation on data collection techniques understandable to non-technical users. Wrote SAS programs to determine best editing methodologies and updated imputation programs for multiple surveys.

- Received Special Achievement Award each year of employment.

WESTLAKE HIGH SCHOOL, Waldorf, MD**2001–2003**
Mathematics Teacher

Planned and taught Advanced Placement Calculus and Algebra I to high school students. Created effective and engaging lesson plans. Collaborated with other educators to solve discipline issues.

TECHNICAL SKILLS

Software	SAS, SPSS, SharePoint, Bugzilla, MS Access, Excel, Word, Visio, Outlook, PowerPoint, SnagIt, Minitab, Adobe, SQL Developer, and Cognos.
Programming Languages	SQL.
Operating systems	Windows 2000/XP/Vista/7 and Unix.

EDUCATION

OHIO STATE UNIVERSITY, Columbus, OH
Master of Applied Statistics,

- GPA: 3.82
- Received University Fellowship Award

OHIO UNIVERSITY, Athens, OH
Bachelor of Science in Education, *Summa Cum Laude*

- GPA in Major: 3.94, Overall GPA: 3.90
- Member, Golden Key Honor Society and Kappa Delta Pi Education Honor Society