

# sheila hutchinson

Monroe, LA - Email me on Indeed: [indeed.com/r/sheila-hutchinson/2e17fb771a1767d9](https://www.indeed.com/r/sheila-hutchinson/2e17fb771a1767d9)

Authorized to work in the US for any employer

## WORK EXPERIENCE

### **Sr Software Testing Lead/System Analyst**

IBM - Monroe, LA - February 2016 to Present

### **Fiscal Officer/PM**

DTO - Lansing, MI - January 2013 to February 2016

#### Responsibilities

- Track operating budget, allocating resources for all departments
- Procure supplies for project and documents for members.
- Execute A/P, A/R, and bank reconciliations
- Develop annual operational and forecast budgets
- Organize and execute scrum activities with all committees
- Develop individual budgets with committees for all programs
- Perform project/cost accounting for all projects.
- Cost control-tracking of actuals and committed spend against the spending forecast)
- Develop reports for local and national leadership
- Monitor compliance of financial functions
- Vendor liaison when acquiring resources for projects and programs

#### Accomplishments

- Planned and spearheaded multi-sector projects for non-profit organization. Developing WBS, schedule; and budget, executed project accounting and closure. As a result 4 major programs were implemented in 2013 and 2014.
- Prepared 2014 and 2015 Forecasted Operating and Fundraising budgets for DTO.
- Conducted user testing and evaluation of website after launch

#### Skills Used

- Project /Scope Management
- Advance Math Calculations
- Microsoft Word and EXCEL
- UAT testing

### **QA Tester/Scoring Specialist**

Pearson - Lansing, MI - April 2015 to November 2015

#### Responsibilities

- Conduct testing and QA activities for testing products for Math & Science assessments.
- Perform Scrum Activities..
- Evaluate Math and Science products before implementation, as a result provide feedback and improvements for the content development group.

Environment: Oracle

#### Accomplishments

- Completed prototype testing on 16 products for national scoring project at Pearson, resulting in more than two weeks reduction of development time.
- Attained 4 percent improvement in quality rating from previous administration on 5 life science scoring products at Pearson in 2015, resulting in team exceeding SLA metrics for the project.

#### Skills Used

QA Testing

Analytical

Evaluation

Critical Thinking

Brainstorming

Teambuilding

Scrum Activities

### **SQL Business Analyst**

Technosoft - Lansing, MI - July 2014 to September 2014

#### Responsibilities

- Gathered and documented business deliverables used to create pivot tables, dashboards and business intelligence reporting
- Validated requirements for issued documents
- Facilitated Joint application design (JAD)
- Analyzed business problems and documented requirements
- Designed user interfaces, reports, and menus to meet user requirements. This includes creating new designs, or update existing interfaces, reports, and menus.
- Collaborated with functional teams on improvements to functionality of workflows when testing upgrades to customized applications for health insurance processing
- Updated project documents, coordinated status meetings
- Assigned and managed incident and service requests, researched change controls,
- Ran queries in SQL, and prepared reports for leadership.
- Used XML to retrieve data from on-line health applications.
- Read and analyzed XML data to determine root cause of bugs and trends

#### Skills Used

- Project /Scope Management
  - SDLC/4 Phase PM Model
  - Agile/Scrum Activities
  - Joint Application Development
  - Requirements Elicitation
  - System Integration
  - Business Process Modeling
  - QA/UAT Testing
  - UI Design/User Experience
  - Advance Math Calculations
  - XML Messaging
  - Presentation Skills
  - Cross Functional
- Team Building
- Excellent Writing Skills

## **Business/Technical Analyst II**

JACKSON - Lansing, MI - May 2010 to June 2014

### Responsibilities

- Examine hundreds of applications to ensure compliance with NAIC, AML, and state guidelines, resulting in fund requests meeting daily deadlines.
- Gathered requirements from vendors, SMEs, and producers for document design and business process improvement through interviews, email, and research.
- Monitored activity and progress of special projects (Cost Basis, Data Conversion from acquisitions,
- Performed scrum activities for Unclaimed Property, QA, and Trades projects assigned by leadership
- Updated meeting notes from project meetings. Updated RACI charts.
- Utilized knowledge base repository to research issues/updates, and train on new systems.
- Worked with cross functional teams/business units to update artifacts, gather requirements, complete projects.

### Accomplishments

Improved error rate 25%

### Skills Used

Utilized the following tools:

Customized ERP systems, FACETS, Citrix, Cyber, Vantage, Trader Software, Avaya NICE, JAVA, DB2, Rumba, Knowledge Base Systems, Remedy, Visio, JAMA, Microsoft Office Suite, SharePoint, and MS Outlook

-Requirements Elicitation

- System Integration
- Business Process Modeling
- Customer Service
- Team Building

## **System Administrator/Business Analyst**

Kelly Technical/Vision IT - Lansing, MI - January 2007 to December 2007

### Responsibilities

- Responsible for business requirements gathering, evaluating data sources, translating requirements into specifications and application design.
- Provided system support/ IT security for 1,000 users for North American/European divisions of
- a major auto manufacturer, meeting Service Level Agreement (SLA) requirements.
- Monitored customer requirements and change controls of project.
- Led workshops with technical/business teams globally to gather requirements for periodic system upgrades.
- Developed charts and tables in Microsoft Excel to maintain documentation and show monthly performance.
- Conducted weekly meeting with European offices and Malaysia functional teams using WebEx.

### Accomplishments

Service North American and European divisions meeting SLA 100%

### Skills Used

Utilized the following tools:

Windows Active Directory, Lotus Notes, DB2, XML, Microsoft Office Suite, Instant Messaging (Jabber), WebEx, Bablefish (Translation software), Customized knowledge management database

- Project /Scope Management
- SDLC/4 Phase PM Model

- Agile/Scrum Activities
- Joint Application Development
- Requirements Elicitation
- System Integration
- Business Process Modeling
- QA/UAT Testing
- Onshore/offshore coordination
- Presentation Skills

### **Project Analyst/ Network Administrator**

CGI - Lansing, MI - January 1999 to April 2003

#### Responsibilities

- Supplied network solutions for a five-year, \$20 million IT implementation project for 250+ users of a state agency in Lansing, MI, resulting in on-time production schedule and workflow efficiency improvement.
- Created and implemented Web site for 250+ internal users and thousands of constituents.
- Developed use cases/managed customer requirements to ensure compliance, mitigate errors and cut costs.
- Utilized system integration to upgrade existing systems and add to present system for improvement in operations
- Provided IT security administration for users in two locations.
- Headed procurement and conducted IT audits of software and hardware.
- Build and manually test code using UI automation.
- Created WBS, conducted risk mitigation assessments, and implementations for system upgrades. Tracked project progress using EVM, Measured impacts post implementation.

#### Accomplishments

- Created a Web Presence for a state agency that services over 300,000 constituents
- Digitized thousands of records
- Implemented a client/server system with over a dozen of customized applications.
- Created an electronic library

#### Skills Used

Utilized the following tools:

AMS Advantage ERP, Microsoft Office Suite, MS Project, XML, Novell, Dreamweaver, Track-IT.

- Project /Scope Management
  - SDLC/4 Phase PM Model
  - Agile/Scrum Activities
  - Joint Application Development
  - Requirements Elicitation
  - System Integration
  - Business Process Modeling
  - QA/UAT Testing
  - UI Design/User Experience
  - Advance Math Calculations
  - XML Messaging
  - Presentation Skills
  - Cross Functional
- Team Building
- Excellent Writing Skills

## EDUCATION

### **MPA/MBA , MPM Certification in Knowledge Management, Finance, Project Management**

Walden University - Minneapolis, MN

2006 to 2013

### **BA in Business Administration, Engineering Technology**

University of Louisiana at Monroe - Monroe, LA

## SKILLS

Project/Scope Management, Prototype Testing, QA, PMO, Strategic Planning, Budgeting, Business Relationship Management, Policy Analysis, Cost/Benefit Analysis, RFP, Business Case Development, Gap Analysis, Technical Writing

## ADDITIONAL INFORMATION

Tableau (training) 2015