Julia Fercello

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SUMMARY

- Effective written and oral communication for technical and non-technical users.
- Adapt quickly to shifting priorities while managing and delivering multiple projects within given timelines.
- Valuable and active team member in collaborative project team environment.
- Driven to deliver quality solutions that exceed customer expectations.
- Imaginative, resourceful and strategic problem-solver experienced in focusing on immediate, tactical and long-term strategies and solutions.
- Self-directed and experienced analytical thinker.

EXPERIENCE

Principle Business Analyst   Minnetonka, MN
Digital River, Inc.   2015 – Present
- Provide technical product expertise and insight to execute and lead complex projects.
- Work closely with product managers and senior dev leads to identify functional outcomes and solutions.
- Perform Product Owner responsibilities through prioritizing and maintaining backlog, communicating overall product vision and project-specific vision to the agile team, and facilitating project meetings.
- Drive implementation of projects starting from project estimation through delivery.
- Develop project deliverables that include PRDs, Business Cases, Release Planning and Priority, Use Cases, and Process Diagraming.

Strategic Business Analyst   Minnetonka, MN
Digital River, Inc.   2011 – 2015
- Key team member in agile transformation at Digital River; spearheaded definition of BA deliverables and methodologies in an agile process
- Performed BA function for three agile teams by facilitating story mapping, writing acceptance criteria, grooming backlog, and leading sprint planning sessions for enhancements to proprietary e-commerce platform.
- Created and maintained working relationships with stakeholders, including product management, development teams and cross-team counterparts.

Senior Business Analyst   Eden Prairie, MN
Digital River, Inc.   2007 – 2011
- Interfaced with internal business owners to translate business and system requirements into functional specifications, containing technical specifications, use cases, business requirements and wire frames for accounting systems.
- Provided assistance and guidance through the development, testing, implementation, and post-implementation project phases.

- Performed integral role in converting internal accounting systems to Vistex module in a one-year corporate-wide SAP implementation (SD, TTP, HCM, and Vistex modules).

Senior Quality Assurance Engineer   Eden Prairie, MN
Digital River, Inc.   2005 –2007
- Collaborated with multifunction team to deliver quality e-commerce applications.
- Wrote testing documentation and executed test cases for proprietary e-commerce software.
- Identified defects in software and worked with development staff to resolve defects in a timely manner.
- Mentored and trained peer group and new employees on QA best practices.

Application Development Intern and Contractor   Chaska, MN
Beckman Coulter, Inc.   2004 – 2005
- Converted Microsoft Access 97/Visual Basic 6/Crystal Reports Application to Oracle9i to make it compliant with Code of Federal Regulations, 21 CFR 11 and 21 CFR 820.
- Responsible for development of application, project documentation, user training and organization of team meetings.
- Worked with core team and users to define new system requirements and design solutions.
- Created an Oracle 9i Application used by application development employees to track business task completion and reporting.
- Enhanced an Oracle 9i Application to provide additional functionality.

Senior Software Project – College of St. Scholastica   Duluth, MN
Points North Consulting, Inc.   2003
- Programmed in Visual Basic and SQL.
- Developed a time-entry system working with student group.
- Facilitated team meetings and fulfilled requirements for weekly progress reports.

Information Systems Intern   Apple Valley, MN
Minnesota Zoological Garden   2003
- Created animal note-taking application using Microsoft Access.
- Worked with users to define system requirements.
- Wrote user guide; trained users both individually and through group presentations.

EDUCATION

The College of St. Scholastica, Duluth, MN
- Bachelor of Arts, 2004
- Major: Computer Science/Information Systems with a concentration in Management
- Double Minor: Management, American Indian Studies