KERRY-ANN MORRISON-JAMES

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Summary

Data Analyst with excellent attention to detail gained from experience in personal income tax preparation. Strong analytical and problem resolution skills from experience in Software Development, Systems Analysis and Design within the Information Technology and Services Industry.

Technical Skills

Languages: Python, JavaScript, VBA, SQL, HTML

Databases: MongoDB, SQLAlchemy, Postgres

Relevant Experience

Symcor Inc — *Business Systems Analyst*
- Gathered and analyzed business requirements, requests for new system functions for item processing application via
  - Meetings/Interviews with clients, vendors and development team
  - Observation and documentation of existing operational business process
- Created and updated Business Requirement, User guides and Data Dictionaries.
- Developed and defined test plans based on business requirements.
- Led user acceptance testing process, including defining acceptance criteria development of test cases and ensuring end to end error, acceptance, and module integration testing.
- Created and executed business testing - identified and documented critical errors.

eGov Jamaica Limited — *Team Lead, Senior Programmer Analyst*
- Mentored, supervised, and carried out performance appraisals of project team.
- Daily management of assigned projects.
- Communicated with top-level management project progress and status.

- Developed and recommended solutions to meet business goals and requirements.
- Gathered, analyzed, and documented business requirements.
- Collaborated with Help Desk Associates, Quality Assurance team and other Technical staff (Computer Operators, Systems Administrators).

Key Accomplishments:

- Resolved by 100%, all outstanding user requests and application errors in assigned projects.

eGov Jamaica Limited— *Programmer Analyst*
- Authored and developed program specifications and form (screen) designs for new modules and reports.
- Created test plans and executed business, system performance and stress tests.
- Designed, developed, and maintained additional functionality and reports for tax applications.
- Maintained and added functionality to existing UNIX shell scripts.
- Created and optimized SQL queries for new/existing reports and modules
- Created SQL queries and analyzed results to resolve errors arising from applications in the production environment; implemented and delivered corrective solutions.
- Maintained and developed stored procedures.

Key Accomplishment:

- Promoted to Team Lead, Senior Programmer Analyst

Additional Experience

Intuit Canada - Tax Expert Remote - TurboTax Live (Seasonal)

- Provide high-quality customer service and guidance to clients across Canada using empathy, tax knowledge and expertise to ensure accuracy of tax returns.
- Collaborate with various team leads and conduct research to resolve complex issues.

Key Accomplishments:

- Received recognition for performance via contract extension (in 2020) and numerous Spotlight Awards every year.

H&R Block — *Senior Tax Professional (Seasonal)*

- Similar activities as Tax Professional
- Assisted other associates in the office in a team environment to enhance the client experience.

Key Accomplishments:

- Completed all continuing education programs offered by H&R Block to attain, maintain, and strengthen tax expertise.
- Recognized for receiving one of the top ten NPS scores (customer rating) in the District.

H&R Block — *Tax Professional (Seasonal)*

- Conducted client interviews and provided excellent customer service.
- Provided tax information and offers appropriate tax-saving suggestions.
- Answered questions or handled inquiries from clients and other associates, in person or on the phone and conducted any necessary research that may be required to provide complete and accurate responses.

Key Accomplishments:

- Promoted to Senior Tax Professional

Education

Boot Camp Certificate: University of Toronto, Toronto, ON

A 24-week intensive program focused on gaining technical programming skills in Excel, VBA, Python, JavaScript, SQL Databases, Tableau, Big Data, and Machine Learning.

Tax Accounting Certificate: Sheridan College, Oakville, ON

Small Business Bookkeeping Certificate: Sheridan College, Oakville, ON

M.Sc. Management Information Systems: University of the West Indies, Jamaica

B. Sc. Computer Science: University of the West Indies, Jamaica

Volunteer Experience

Churchill Meadows Residents Association, Mississauga, ON   2020 to 2022
Secretary, Board of Directors

- Liaised with City officials regarding administrative issues for the Association.
- Created a variety of communications: newsletters and social media posts.

Key Accomplishment: Created Conflict Resolution Policy for Association