
LAUREN R. MOORE

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PROFESSIONAL SUMMARY

Committed team player - seeks Business Analyst role. Engaging interpersonal skill and experience, with knowledge of the (iterative) Agile-SCRUM methodology, and the (SDLC) Software Development Life Cycle - to elicit requirements and author complex-scenario user stories for our team, stakeholders and end users. Our end game: producing intelligent solutions while exceeding expectations.

SKILLS

- Client Centric
 - Effective listener
 - Attention to Detail
 - Process Mapping
 - Flexible with team changes
 - Excellent communicative skills
 - Works independently & collaboratively
 - Knowledge of Agile/SDLC/Scrum Framework
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EMPLOYMENT HISTORY

Technical Business Analyst, 07/2017 to 04/2018

Caresource – Dayton, Ohio

- Conducting interviews to elicit requirements from stakeholders, team members, State representatives and vendors
- Formulating hundreds of technical, complex-scenario Acceptance criteria that captures required Business conditions to correct problematic issues internal and external to Caresource
- Favorably impacting: the medically frail, impoverished populations, regulatory standards, precluding organizational fines, sanctions, corrective action plans in Ohio, Kentucky, Indiana, Georgia and West Virginia
- Enhancing the claims processing and data exchange processes including Medicare and Medicaid regulatory guidelines
- Acted as a liaison for team and requestors - to ensure quality and accuracy for user stories
- Generating hundreds of User Stories using Triage ticket information that included: Business features, Lines of Business (LOB's), Market States and all pertinent detail listed.
- Facilitated subscriber reporting and issue- for strategic resolution to critical departments within the company

Software Quality Analyst, 07/2016 to 07/2017

Caresource – Dayton, Ohio

- Performed Multi-environment testing: Integration, Certification, Regression testing - observing quality standards to create lasting, quality changes for members/requestors during the production stage
- Mocked complex scenario test data to mimic acceptance criteria scenarios of user stories
- Created Test Cases placing them in team repository -HPQC for trace-ability enhancing the ease of automation efforts
- Created Execution Reports to reflect passing test steps
- Obtained required approvals and permissions from Agile team leads to ensure quality protocols were observed
- Conducted User Acceptance Testing validation reviews for approval for each user story tested to ensure business value
- Participated in Agile/Scrum ceremonies (Daily Standup, Grooming, Retrospective, Sprint Planning)

IT Team Member, 06/2016 to Current

Thrive Impact Sourcing – Cincinnati, Ohio

- Authored and conducted on-boarding training and presentations to train (6) new analysts and (2) Huddle Leads over 6 months for both Thrive and our Caresource team
- Launched and presided over ThriveCares community outreach committee - doubling its active membership in 2017 from 6 to 12
- Organized and supported Thrive volunteer events for 2016-2018 supporting the 93% volunteerism rate for 2017
- Upheld and Heralded Thrive/Ingage Partners as coveted B-Corp organizations

State Certified Caregiver - STNA, 01/2014 to 01/2016

Griswold Home Care – Cincinnati, OH

Personal Assistant, 01/2006 to 01/2013

Private Estates – BWI, Canada, USA

EDUCATION & REQUIRED KNOWLEDGE

Bachelor of Arts: 2016

Mount St. Joseph University - Cincinnati, OH

Per Scholas Certificate of Completion Quality Software Testing *:

Certified Software Tester Foundation Level (CTFL) - ISTQB *: 2016

Certificate of Completion Requirement Elicitation MAX Training: 2017

Certificate of Completion - Technical Business Analyst Workshop Training: 2017

Certificate of Completion - HTML/CSS (Girl Develop It): 2018

TOOLS, APPLICATIONS & INDUSTRIES

- Facets
- HPQC
- MS Office Suite
- SharePoint
- Service Now
- TFS (Team Foundation Server)
- Trello
- Notepad++
- Business Requirements
- SCRUM- Agile
- SDLC (Software Development Life Cycle
- Software Testing
- Exposure to SQL, HTML, CSS,
- Service Desk Express
- Claims Mock Tool
- Citrix Receiver
- Skilled Medical Care
- Medicare
- Medicaid
- Lync
- WebEx
- Google Chat
- Visio
- Business Features
- Windows 10
- Windows 7

VOLUNTEERISM & COMMUNITY INVOLVEMENT

Mission: Effectively enriching the lives of our local and global neighbors and friends

- Stewardship of (2) Little Free Library sites
- Per Scholas Ambassador
- Dress for Success Ambassador
- Matthew 25 Ministries Volunteer
- Hands Against Hunger Volunteer
- Freeset Volunteer
- Kind Flash Volunteer
- Thrive Houston Flood Relief Planner/Participant
- Thrive Thanksgiving Food Drive Coordinator
- Thrive Back-To-School Supply Drive Coordinator
- Bloc Ministry Partner Volunteer
- Pay It Forward Participant
- Meals To Go (Crossroads Church)
- Cystic Fibrosis Great Strides Event Volunteer
- Compassion International Volunteer
- Caresource Garden Volunteer (Dayton, OH)