

# ANDREA PELLERITO

BUSINESS ANALYSIS, PROJECT MANAGEMENT, QUALITY ASSURANCE & USER EXPERIENCE

TROY, MI | (248) 709-7450 | [ANDREA.PELLERITO@GMAIL.COM](mailto:ANDREA.PELLERITO@GMAIL.COM)

[WWW.LINKEDIN.COM/IN/ANDREAPELLERITO](http://WWW.LINKEDIN.COM/IN/ANDREAPELLERITO)

I'm uniquely positioned in IT, having been a practitioner situated within complex business processes. I bring efficiency, value, and feasibility to technical solutions. Always learning, I regularly attend local tech meetups, and I am attending the University of Michigan this fall to pursue my Master of Science in Information.

## SKILLS & ATTRIBUTES

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Process Improvement	Requirement Gathering/Analysis	Microsoft Project
Lifelong Learner	Regulations & Compliance	SQL & Reporting
Vendor & Client Relationships	RFP, Contracts, & SLAs	Quality Assurance Testing
Leader & Motivator	User Stories & Personas	Defect & Requirement Tracking (JIRA)
Presentations	Process Mapping (Visio)	Adobe Experience Manager (AEM)
Agile Project Management	Finance and Billing	APIs (XML, JSON)
Certified Scrum Master	Excel & Ledger Systems	Hobbyist Coder

## EDUCATION

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<b>Master of Science in Information</b> , Present University of Michigan, Ann Arbor, MI HCI, UX Research and Design	<ul style="list-style-type: none"><li>• Student Fall 2018 – Winter 2020</li><li>• UMSI Half-Tuition Scholarship</li></ul>
<b>Intensive Quality Assurance Bootcamp</b> , December 2014 Grand Circus, Detroit, MI 6 weeks, 9:00 AM to 5:00 PM	<ul style="list-style-type: none"><li>• Intro to Development – Java, SDLC, methods</li><li>• Quality Assurance – Test plans, cases, and scripts</li></ul>
<b>Bachelor of Arts in Education</b> , April 2006 Western Michigan University, Kalamazoo, MI Major: English    Minor: Communication	<ul style="list-style-type: none"><li>• Board of Trustees Scholarship; summa cum laude</li><li>• Teaching Internship and Pre-Internship</li></ul>

## WORK EXPERIENCE

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### *Freelance*

Pelleran Consulting, LLC, Troy, MI June 2018 – Present

- RIIS, LLC – Produced social media app in 10 weeks, leading a team of 3 developers; met with client, gathered requirements, authored user stories in Jira, documented acceptance criteria, manual testing, and design QA

### **Senior Business Consultant (Ford US, Ford CA, Lincoln US, Lincoln CA)**

Perficient, Inc., Dearborn, MI April 2017 – November 2017

- Launched metrics on AEM platform for Ford.ca and LincolnCanada.com with no critical defects
  - Assigned tasks and triaged defects, removed blockers, facilitated communication (internal, client, 3<sup>rd</sup> party)
  - Researched timelines for and enforced cross-organization planning and scheduling
  - Developed Jira workflow proof of concept for metrics requirements, development, and testing cycles
- Documented requirements for Adobe Experience Manager (AEM) solution development
  - Wrote “How to Author in AEM” guide for Accessibility enhancements
  - Compiled data from brandsites and developed reports to evaluate overall WCAG Accessibility Compliance
  - Mentored junior business analysts, and implemented calendar for planning and task tracking

**Technical Business Analyst (Mopar.com, the FCA aftermarket experience)**

Vectorform, Royal Oak, MI

June 2016 – January 2017

- Facilitated requirement gathering between product owners, SMEs, vendors, and IT
- Broke down business and technical requirements into user story format, documented acceptance criteria and error states, managed Confluence space and authored templates, and mapped API parameters to UI designs
- E-commerce – Translated business needs and mapped to APIs (contracts, address and tax validation)
- Collaborated with UX/UI designers and clients on capabilities and limitations of the system and integrations
- Role “Champion” – Cross-functional approach with research, templates, “What is a BA” presentation
- Contributor annual goals – Defined milestones, deliverables, responsibilities, and team presence

**Quality Assurance Specialist**

HelloWorld, Inc., Southfield, MI

January 2016 – March 2016

- System tested rapid marketing promotions (sweepstakes and contests) for major corporate clients
- Created test plans and delegated/supervised offshore testing activities; verified system configurations
- *Project:* Assessed test planning plugins for JIRA, drafted evaluation criteria, planned for implementation

**Quality Assurance Analyst with Business Analyst Responsibilities**

General Motors – OnStar, Detroit/Warren, MI (*Contract with Arrow Strategies*)

February 2015 – December 2015

- With BRM Europe (Billing and Revenue Management Development Team)
  - Gap analysis and discovery of requirements for recording vehicle sales cycle transactions and subscriptions
  - Authored/executed billing scenario test cases by running REST APIs; validated in Zuora with “ZOQL” (SQL)
  - Supported Finance UAT, System Integration Testers (SIT), offshore Sustain, and team restructuring
  - Increased the maturity of test designs and templates for better organization and coverage of scenarios
  - Configured subscriptions and GL accounts in test and production environments; smoke tested in each
- With BRM North America, ran XML requests through SOAP UI and validated in CSG Singleview and SQL
- With Global Adviser Application (proprietary CRM software for North America) – System tested call center functions (connected vehicle calls, enrollment, customer service, sales) and validated in Oracle SQL Developer

**Finance Process Improvement Analyst (“Sr. Financial Analyst”)**

Meritor, Inc., Troy, MI

August 2013 – October 2014

- Facilitated requirement gathering workshop, shadowed processes, and managed weekly status calls
- Gathered business, security, legal, compliance, and technical requirements to automate cash application
- Identified daily, weekly, and monthly dashboard & KPI reporting to replace unsupported Access database
- Defined data needs for extracts from/imports to multiple Oracle instances; validated program results
- Authored Request for Proposal (RFP), Master Services Agreement (MSA), Statement of Work (SOW), Service Level Agreements (SLAs), and project plan including resource allocation, schedule, risks and constraints
- Calculated Return on Investment (ROI), presented project for Gate and Solution Architecture Reviews
- Maintained SharePoint library for Shared Services process documentation; created lessons learned archive

**Accounts Receivable Manager (promoted from Accounts Receivable Clerk)**

Empire Electronics, Inc., Troy, MI

October 2007 – August 2013

- Improved reporting and analytics with Microsoft SQL Server, SAP Crystal Reports, and Excel lookups
- Investigated payment issues, decreased Days Sales Outstanding (DSO), reduced bad debt by 75%
- Supervised AR process and team, completed month end close and reconciliation, provided cash projections
- Collected outstanding receivables of \$100M+ in annual sales for 75+ customers (TRW, Magna, Chrysler)
- Designed and implemented invoice scanning software solution to file and distribute invoices
- Mapped Quote-to-Cash process through cross-functional areas (quoting, quality, inventory, receipt)
- Supported HR functions, including visa applications for L1-B Visa Intercompany Transferees