**Lynda Smith**

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**571-762-3532**

**Manassas Park, VA**

**Cleared to TS**

**Education:**

* MS Information Technology / Project Management 2022, American Public University
* BS Computer Information System / Management 2012, Park University

**Certifications:**

* Certified ITIL Foundation, Tester Foundation Level (CTFL), Foundation Level Business Analyst (CFLBA), Certified Scrum Master (CSM), Certified Scrum Product Owner (CSPO), Certified Agile Tester (CTFL-AT) and Certified Project Management (PRINCE2)

**Technical Skills:**

Team Foundation, JIRA, SQL, TOAD, Oracle

**Ticketing Systems:** Heat, Service Desk, Remedy, and Service Desk

**Financial Systems:**  Asset Management System (AMS), Unified Financial Management Momentum System (UFMS), Corporate and Regional Matrix Budget Systems (CRMBS), Grant Management System, Personnel, Budget, Travel, and Case Management System

**Operating Systems:** Windows

**Microsoft Office:** Word, Excel, PowerPoint, Share Point, Microsoft Project, and Visio

**Professional Experience:**

**Senior Business Analyst, Archimedes Global, Alexandria, VA – DOD, February 2018 - Present**

Review, track, and comment on Business Cases from Partners and Military Services.

Work with stakeholders in resolving inquiries and gathering requirements on business needs.

Develop and manage schedules as requested within the IT portfolio.

Create markups and wireframes in explaining requirements and business needs.

Assist and help facilitate meetings, as well as prepare agendas and take the minutes for the working group.

Extract, transform, and load (ETL) data, as well as map data using Excel spreadsheets.

Respond in writing to inquiries from service members, partners, and businesses.

Manage projects within the SDLC, as well as perform regression testing, end-to-end testing, functional testing, and user acceptance testing.

Manage the security requirements for accessing the military enterprise application.

Create SOPs and other project documents as requested.

Managed the inquiry Transitional Assistance Help Desk.

**Operations Research Analyst/Scrum Master, Integral, Arlington, VA – DHS, September 2017 – January 2018**

Implemented and enforced Scrum principles, as well as conducted Scrum meetings and remove team impediments.

Elicited requirements to create user stories for supporting Agile Projects.

Scheduled and facilitated daily scrum and release planning meetings.

Scheduled and facilitated the scrum review meetings, retrospective meetings, and planning meetings.

Created markups and wireframes in explaining requirements and business needs.

Wrote user stories from requirements.

Used Jira to create user stories, epics, tasks, and issues.

Used Jira to create and maintain backlog items.

Assigned tasks to team members,

Maintained project schedule.

Scheduled releases and document proof of concept.

Supported government Product Owner and Project Manager.

**Business Analyst / Scrum Master, Clear Avenue, Washington, DC – State Department, June 2017- September 2017**

Implemented and enforced Scrum principles and practices in removing team impediments.

Elicited requirements to create user stories for enhancements and modifications to the remedy application.

Used Team Foundation Server to manage the backlog of user stories.

Facilitated daily scrum meetings and scrum ceremonies.

Performed regression testing, end-to-end testing, functional testing, and user acceptance testing, as well as created test data and test scripts for remedy applications.

Created markups and wireframes in explaining requirements and business needs.

**Business Analyst / Tester, Mythics, Falls Church, VA, - State Department, March 2015 – August 2016**

Assisted PMO Project Manager in managing and supporting projects using Waterfalls and Agile.

Created and modified project, business, and technical documents.

Interviewed stakeholders to elicit requirements, as well as facilitated meetings for gathering requirements for documenting processes.

Documented issues and risks, as well as created process diagrams.

Supported the Business Units in creating and modifying SharePoint sites.

Created test scripts and performed function testing.

**Software Developer / Database Manager Tier II, US Falcon, Washington, DC – Pentagon, September 2014 – March 2015**

Performed data cleansing and mapping of data using Excel, SQL, and Oracle.

Identified and resolved data mapping issues between applications.

Discussed requirements with users, as well as created markups and wireframes for making modifications to DSAID application.

Resolved and corrected data issues to the DSAID application.

Document business rules, issues, and requirements.

Created reports using Excel and SQL, as well as created SOPs.

Managed the DSAID Helpdesk for Tier II

**Test Specialist, PHACIL, Washington, DC – Department of Justice (DOJ), January 2014 – June 2014.**

Attended daily scrum meetings for various projects.

Elicited requirements from government stakeholders to test software applications using Agile.

Reviewed and modified test plans, as well as used Oracle and Toad for testing.

Performed functional testing, system integration testing, end-to-end testing, and user acceptance testing, as well as regression testing for deployment.

Reviewed impact analysis for creating test scripts and testing applications.

**System Analyst / Team Lead APPRIO INC, Washington, DC – Veteran Administration (VA), September 2013 – November 2013**

Managed team in resolving help desk issues for financial budget systems.

Document requirements for resolving financial issues in the financial budget system.

Performed functional testing and created test scripts, as well as resolved data issues.

**Proprietary Systems Specialist Tier II / Momentum Help Desk, CACI, Chantilly, VA – Federal Bureau of Investigation (FBI), October 2012 – December 2012**

Researched and resolved ticketing issues on the COTS Momentum application (Momentum Unified Financial Management System (UFMS) and Asset Management System (AMS)), via phone and email.

**Momentum Quality Assurance Analyst (Temporary), MODIS - General Service Administration (GSA), Vienna, VA, May 2012 – August 2012**

Performed unit testing, integrated testing, functional testing, and end-to-end testing on the PEGASYS COTS/Momentum Financial Application.

Performed Independent Verification and Validation of deliverables.

Reviewed project and business documents for completion.

**Application Support Analyst, Aster & Sanders, Washington, DC - Department of Labor (DOL), March 2011 – March 2012**

Resolved financial and technical issues on the Grant Management System and other Federal Financial Systems, as well as wrote code using Excel, Oracle, TOAD, and SQL to create financial reports.

**Technical Support Analyst, Accenture, Washington, DC – Department of Justice (DOJ), November 2009 – May 2010**

Resolved tier 1, 2, and 3 issues using Remedy on Debt Management System.

Performed systems administration tasks in resolving security for Debt Management System.

Created financial reports using Oracle Discoverer, as well as test applications.

Performed unit testing and regression testing for applications going into production.