**Rita Zambou**

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**Professional Summary**

Experienced in guiding Agile development and delivery teams on a variety of product development projects. Plan, organize, and stay on top of our project's development by taking ownership of the team's productivity and path ahead. Work with a cross-functional teams of skilled engineers, developers and testers and set the goals and pace of the team. Use the Scrum framework and agile practices to guide the teams through each milestone and achievement. Collaborate with product management and development teams to ensure solutions are delivered to scope, schedule and of the highest quality standards.

**Skills**

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| * Excellent attention to detail as well as excellent oral and written communication skills. * Ability to interface with all levels of management. * Ability to work well independently or in a team setting. * .Analytical skills to be able to solve problems and remove impediments. * Strong analytical, planning, and organizational skills with an ability to manage competing demands. | * Ability to work in a fast-paced, dynamic environment. * Excellent time management, scheduling, and organizational skills. * Awareness and experience with widely successful Agile techniques: User Stories, Continuous Grooming, Continuous Integration, Continuous Testing, Pairing, Automated Testing * Strong interpersonal skills including mentoring, coaching, collaborating, and team building. |

**Work History**

Business Analyst Jun 2019 - Current

Wells Fargo Boston, MA

* Works cross-functionally with several operational departments, (Sales, Credit Research, Operations, Finance, Human Resources) to understand complex workflows and business needs.
* Documents business requirements using interviews, workshops, and/or existing systems documentation or procedures to effectively capture business requirements for systems upgrades/enhancements.
* Uses professional knowledge, judgment, and analysis in making decisions or recommending a course of action that resolves a business need.
* Makes recommendations on applications for scalability, improved efficiencies, and risk mitigation.
* Leads and conducts design, configuring, documentation, testing, training, implementation, and support of system requirements for strategic projects.
* Develops user acceptance test (UAT) plans and test scenarios and manages the execution of UAT.
* Documents test results and monitors and reports testing results and status to IT leadership and business stakeholders.
* Manages issues and reports status to assigned Project Manager.
* Performs application support, including troubleshooting user reported problems, and addresses scheduled and ad hoc requests in a timely manner.
* Manages consultants working on department related project work including oversight of workflow and review of completed work, when applicable.
* Escalates issues to vendors as needed.
* Creates and maintains technical documentation for assigned applications.
* Stays up to date with current technologies and technical developments, especially in regard to assigned applications.

Business Analyst Mar 2014 - Jun 2019

Marriott Boston, MA

* Write requirements specifications according to standard templates, using natural language simply, clearly, unambiguously, and concisely
* Work with project sponsor, stakeholders and project manager to document the product's vision, and the project's and product's scope
* Conduct stakeholder analysis to identify any role or system that impacts or is impacted by requirements
* Work with project sponsor, stakeholders, and project manager to identify appropriate representatives for each user group and discuss their involvement in the requirements process.
* Works with project team to ensures proposed solutions align with requirements and maximizes value to stakeholders
* Defines requirements for solutions needed to transition from an existing solution to a new one
* Define acceptance criteria, perform gap analysis on proposed solutions, and make recommendations
* Work with project team to evaluate impact of defects and to develop plans for resolution or other mitigation
* Decompose high-level business and user requirements into functional and nonfunctional requirements, specified in an appropriate level of detail suitable for use by project team members who base their work on the requirements
* Represent requirements using alternative views (ex. models/diagrams) where appropriate
* Communicate requirements to ensure all stakeholders have a shared understanding of the solution and to secure approval from stakeholders with the authority to approve
* Manage issues and changes to baselined requirements by identifying business impact of the changes and through effective application of change control processes and tools
* Manage traceability of requirements to ensure alignment to project goals and objectives as well as alignment to development and testing plans

**Education**

Bachelor of Science: Biology

Cambridge College Cambridge, MA

**Certifications**

Professional Scrum Master (PSMI)

**Technical Proficiencies**

Operating Systems: Microsoft (MS) Windows 7, MS Windows XP/2000, Unix Tools: MS Visio, Hewlett Packard (HP) ALM, Quality Center, JAWS, WAVE, JIRA, Selenium

Databases: SQL Server, SQL, Oracle

Languages: JAVA, SQL, VB

Applications: MS Office Suite, SharePoint