Casey Gaynor

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Experienced professional with demonstrated ability to understand and interpret business requirements into innovative solutions. Diverse experience in the creation of tools and systems to resolve immediate business needs, increase employee productivity, drive increased revenue and improve customer satisfaction. Experienced multitasking, providing and promoting quality assurance work standards while supporting end user and organizational goals. Keen ability to manage multiple projects and competing priorities.

**Global Technology Atlanta, GA April 2016 - Present**

**Agile Business Analyst**

**Responsibilities:**

* Serve and support the product owner and development team in their quest to serve Elevates customers.
* Provide all support to the team lead by example personifying the Scrum and Agile principles.
* Guide and coach the scrum team and organization on how to use Agile/Scrum practices, and on how to get the most out of self-organization.
* Guide and coach both the scrum team and the development team on self-organizing to fill in the intentional gaps left in the Agile/Scrum frameworks.
* Assess the scrum maturity of the team and organization, and coach the team to higher levels of maturity, at a pace that is sustainable and comfortable for the team and organization.
* Remove or guide the team to remove impediments or road blocks.
* Build a trusting and safe environment where problems can be raised without fear retribution, or judgment, with an emphasis on problem solving.
* Facilitate getting work done without coercion, assigning, or dictating the work.
* Facilitate discussion, decision making, and conflict resolution.
* Assist with internal and external communication, improving transparency, and radiating information.
* Support and educate the product owner, especially with respect to refining and managing the product backlog.

Perform additional duties as assigned

**National City Bank – New York, NY January 2014 - March 2016**

**Business System Consultant-**

Project: Integrated Marketing Platform, E-commerce System   
Project was to help the bank in developing ecommerce Integrated Marketing Platform (IMP) portal to increase the marketing return on investment (MROI) and increase conversion rates. Their products included pensions, mortgage, loans, and asset management. Participated in design and development of the Loan Processing System's online application, borrower's credit analysis, analysis, collateral appraisal, loan underwriting and worked with Fidelity IM, CPCS and ARP/SMS.

**Responsibilities:**   
• Meet with business group to determine user requirements and goals.   
• Contribute to the recommendations on integrating sophisticated e-commerce sales model to launch web distribution channels, strengthen corporate image and product positioning.   
• Create Need Analysis Documents from the requirements gathered through JAD and individual elicitation sessions   
• Apply Porters 5 forces, SWOT analysis, TOWS Matrix, BCG Industry Attractiveness Matrix to assess risks and opportunity associated with the product life cycle   
• Conduct Value Chain analysis to speculate on Critical Success Factors (CSF).   
• Analyze business requirements into high level and low-level use case; Activity Diagrams/ State chart diagrams using Rational Rose following UML methodology.   
• Involve in analyzing the key data for the data warehouse design as per the information gathered from SMEs to generate key reports as per the new, re-engineered user interface.   
• Collaborate with Data analyst to create Data structure and Data model diagrams.   
• Create applications' wire frames for creation of intuitive and easy-to-use applications.   
• Participate in Conference Room Pilot (CRP) sessions, to identify software gap workarounds, refine configuration of the software in light of organizational policy requirements to achieve the vision of improved business processes.   
• Provide the Program/ Project management with the proof-of-concept, with a complete analysis on key performance index metrics, reports and schedules. Participate in the design walkthroughs' meetings using MS Project.   
• Coordinate with development team to track and resolve system defects in Clear Quest.   
• Conduct review/ training sessions for users with the new system and obtain deliverable sign-offs.   
• Review and incorporate enhancements to current functional testing scripts.   
• Create traceability matrix in light of BRD.   
• Assist the PM in management of project plans/ schedules/ issues/ conflict resolution   
• Attend meetings to discuss the status of project and draft future strategies.

**Cendant Mortgage Co. New York, NY November 2012 – December 2014**

**Business Analyst**

**Responsibilities:**

• Responsible for gathering and analyzing different user requirements

• Designed and developed different use cases, process flow diagrams, and data flow diagrams.

• Collaborated on projects in different phases of the SDLC.

• Worked with the Business partners to come up with feasible solutions to both the development of new systems and the enhancements to others using gap analysis.

• Administered various JAD sessions to come up with feasible solutions for the business.

• Communicated with various vendors to come up with solutions that were provided by the vendors