**JERRY R. TIPPER**

**Professional Experience**

**Fenway Group** (March 2013 – August 2013)

Sr. Business Analyst (on assignment to American Airlines)

Sr. Business Analyst in the Finance Department handling Refunds of Merchandising Products in an Agile environment. Responsible for Requirements Gathering for new products that enhance the customer’s traveling experience.

* **Gather requirements from stakeholders and writing functional documentation based on those interactions.**
* **Verified and created business rules**.
* **Wrote basic SQL queries to elicit data confirming results and requirements needed in reporting.**
* Attended and lead daily stand up meetings.
* **Responsible for writing User Stories, Tasks, and Features and maintaining these items in Rally.**
* **Work closely with Agile Development teams in interpreting user stories and tasks to match business needs.**
* Worked closely with QA to establish Acceptance Criteria of User Stories.
* **Responsible for Backlog Grooming.**
* **Created and Maintained Project Vision and Roadmap.**
* **Created Team Charter.**
* **Used Visio to create process diagrams, data flows and swimlane diagrams.**
* **Participated in all Iteration planning phases.**
* Maintained Sharepoint documentation and grooming.

**InSource Group** (September 2012 – February 2013)

Business Analyst (on assignment to MedAssets)

Business Analyst for a Healthcare Revenue and Contract Management Company in an Agile environment responsible for Requirements Gathering for initiatives and features for scheduled sprints while working directly with customers to ensure their business needs are met with a direction towards increasing revenue.

* Gather requirements from stakeholders and writing functional documentation based on those interactions.
* **Gap Analysis to discover market and usage gaps**
* **Managed workflow approvals during new and requirements gathering phases of enhancements**.
* Writing basic SQL queries to elicit data confirming results and requirements needed in reporting.
* **Understand data flow for claims processes**.
* Attend daily Sprint and weekly Scrum meetings.
* Responsible for writing User Stories, Tasks, and Features and maintaining these items in Rally.
* Work closely with Agile Development teams in interpreting user stories and tasks.
* Create Features and Tasks for items in Iteration or Release planning.
* Helped trim and manage the Backlog for each sprint.
* Created Use Cases to clearly define the interactions between users, their roles and the system.

**Matrix Resources** (March 2012 to June 2012)

Solutions Analyst (on assignment to ADT Security)

Responsible for translating business needs into requirements, using traditional, as well as, Agile methodologies, for scheduled Sprints. This required interaction between business stakeholders and technical functional areas within ADT framework to develop user stories that would eventually be passed off to become technical specifications.

* Gathered requirements from stakeholders to verify enhancements needed to improve business functions.
* Solicited requirements using various methods including JAD and face to face interviews.
* Responsible for writing User Stories to clearly document requirement needs and expected results for projects within a given Sprint.
* Attended daily stand-up meetings during Sprint.
* Managed workflow approvals during new and requirements gathering phases of enhancements.
* Responsible for documenting program creation specifications and capabilities utilizing Microsoft Word and Microsoft Visio.
* **Created Use Cases to clearly define the interactions between users, their roles and the system.**
* **Facilitated JAD sessions with key participants to determine and agree on requirements for new module creation**.
* Conducted discovery sessions for user requirements and priorities of inclusion for each Sprint.
* Responsible for determining deadlines for requirement completion and presentment to Approval process.
* **Contributed in the Brown Bag Sessions to mentor BA’s and other interested staff members on the Agile Methodology, Requirements, and Processes.**

**Empower Software**, Richardson, TX (November 2010 to March 2012)

Business Analyst

Responsible for planning, designing, enhancing, and maintaining a .Net tax software application utilized for small to medium size companies to allow management of tax information, tax compliance and scheduled filings.

* Responsible for working with QA's as a SME for testing.
* Project managed new operational modules for various products serving Tier 1 clients with employees of 100 to 1000.
* Designed modules utilizing Word and Visio for process flows under Waterfall methodologies.
* Created Use Cases to clearly define the interactions between users, their roles and the system.
* Used UML to define system interactions and state within the system.
* Gathered requirements from stakeholders to verify enhancements needed to improve business functions.
* Facilitated JAD sessions with key participants to determine and agree on requirements for new module creation.
* Responsible for documenting program creation specifications and capabilities utilizing Microsoft Word and Microsoft Visio.
* Responsible for documenting technical and business specifications to ensure compliance regulations for tax codes utilizing Agency Compliance Engine and Customer Management Module software (CMM).
* Liaison between stakeholders, developers, end users, and executives.
* Responsible for specification approvals of team members.

**MATRIX** (March 2010 to August 2010)

Business Analyst/Systems Analyst (on assignment at Blue Cross Blue Shield of South Carolina)

* Gathered requirements from business entities regarding needed changes to the current system to improve business functions for a given implementation.
* Developed Customized Customer Communications for BCBS used to explain specific benefit information and verify changes to customers within different LOB groups. These documents were done under specific BCBS standards and adhered to SOX, HIPPA and PHI rules.
* Subject Matter Expert in the creation and management of the DOC1 Correspondence Suite, EngageOne Interactive and documenting 'Best Practices' in regard to development and program execution according to corporate specifications.
* Documented technical specifications for program creation within the standards set by BCBS of South Carolina and known capabilities of the product.
* Worked as communication liaison between the business process owners and technical entities.
* Led discovery sessions to establish user requirements and establish priorities of inclusion for each software increment.
* Used Agile methods to develop customized correspondence within the company.
* Served as one of two Senior Business Analysts on the DOC1/E1 Feature Team. When needed, worked in a Paired Programming environment.
* Responsible for mentoring other BA’s and other Stakeholders about proper User Story creation and Use Case formatting.
* Created Use Case diagrams to illustrate user interaction with the system to create necessary documents via, web, phone or fax.
* Created UML class, simple component and activity diagrams.
* Gave feedback, when necessary, to the Development Roadmap in order to ensure that all aspects and use of the DOC1 Suite were utilized completely in relation to other parts of the system architecture.
* Assisted in updating the Release Plan based on changes coming from client requirements.
* Attended Daily Scrum meetings.
* Reported to the Scrum Master on daily progress and concerns which might slow production.
* Assisted in developing user stories within the development phase to determine user perspective and priority.
* Represented programming modules in Refactoring sessions.
* Participated in Regression Testing of new system code within the current system.

**J-Vista Software -** May 2009 to March 2010

Senior Systems Analyst/Process Analyst (On assignment to theState of Ohio Department of Taxation, Columbus, OH)

* Subject Matter Expert in the creation and management of the DOC1 Correspondence Suite, EngageOne Interactive and documenting 'Best Practices' in regard to development and program execution. Developed and led KT Training of other programmers and client personnel.
* Documented process flows for DOC1 modules and their interactions with individual tax departments to fulfill participant requests through in person or IVR facilities in an EDI setting, including future Present and Pay E-Commerce features.
* Project Managed changeover of DOC1 Modules and upgrades within the new system architecture.
* Utilized Agile Methodology to determine requirements.
* Assisted in mentoring three other BA’s and staff on Agile Methodology and Requirements.
* Consulted on proper User Roles within the DOC1 environment.
* Assisted in developing user stories within the development phase to determine user perspective and priority.
* Involvement in Daily Scrum and Sprint Planning and Review.
* Led Daily Scrums for DOC1 programmers to keep track of what was done daily.
* Worked as liaison between the stakeholders and technical team members.
* Responsible for determining Ideal Hours for different phases of development within specific modules.
* Participated and presented module demos at the end of each Sprint.
* Facilitated or participated in Requirements Planning and User Design RAD sessions.
* Subject Matter Expert in United States Post Office processes.
* Created Global Specifications for mail pieces in accordance to USPS standards and guidelines, Intelligent Mail Barcodes, 3 of 9 Barcodes, Postnet Barcodes and accepted margins or details for print fulfillment.
* Primary lead for communication and setup of Pitney-Bowes Print Services within State guidelines.
* Primary Subject Matter Expert on USPS M.E.R.L.I.N test and Address Change Service (ACS) criteria.
* Subject Matter Expert for print processing in a bulk mail environment.
* Responsible for the basic adjustments and coordinating support of AFP printers for approved documents within established State of Ohio needs and the documentation of involved processes.
* Responsible for approving Unit Test Plans of other developers in relation to approved Functional Documents and client specifications.
* Wrote XML data files for maintenance and acceptance testing.

**Allstate Workplace Division**, Jacksonville, FL (April 2007 to May 2009)

Communication Development/Business Analyst

* Document Creation and Delivery Management.
* Developed and assisted with the development of client specific direct mail pieces using DOC1 Document Creation System, utilizing ALE, DLM, and DFE within a Workgroups environment, as well as Windows NT.
* Assisted with the programming control of finished product printing using DOC1 PCE. (Post Composition Engine).
* Worked with Compliance Division to make sure that all documents adhered to SOX, HIPAA and PHI rules and regulations.
* Project managed DOC1 development for ongoing populations, as well as new implementations.
* Documented process flows to illustrate EDI use of new and current client information for use in data center operations linking client and participant information through DB2 tables.
* Maintained and updated documentation within project databases.
* Advised on scope creep within the DOC1 modules to keep the projects within budget and on schedule.
* Worked as liaison between the business process owners and technical entities.
* Participated or led Client status meetings when necessary. Meetings were usually involved an Account Manager, Developer and Subject matter expert on the client side.
* Facilitated internal status and change management meetings when necessary.
* Tracked changes and task requests according to priority using Microsoft Source Safe.

**Education**

Wright State University, Dayton, OH