

Results-driven IT Business Analyst with 12 years of experience in healthcare and a strong aptitude for research, data analysis, and processes. Able to understand business requirements and web development. Applies solutions to eliminate gaps and achieve objectives. Detail-oriented and strategic problem solver, with strong work ethic and intellectual curiosity. Looking to apply Master of IT Management degree, web development knowledge, and experience toward a position as Senior Business Analyst.

- Data Analysis
- Project Management
- Written / Oral Communication
- Leader / Mentor
- Process Improvement
- Quality Control

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## EDUCATION & RESEARCH

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**Certificate of Completion, Full-Stack Web Development**, expected July 2019      Vanderbilt University, Nashville, TN

- Front and back-end web development. Intensive coding Boot Camp.

**Master of IT Management**, 2016      Lipscomb University, Nashville, TN

- GPA 3.9/4.0
- Team practicum: Designed an IT system for a city park following ITERA 2016 contest guidelines.

**Bachelor of Science, Cognitive Studies**, 2002      Vanderbilt University, Nashville, TN

Independent Studies under Dr. C. Smith, 1999–2002: Collected and summarized information for research project.  
Research Assistant for Dr. D. Zald, 2001: Learned Linux to perform data correlations.

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## PROFESSIONAL EXPERIENCE

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### IT Business Analyst | 2017–present

VANDERBILT UNIVERSITY MEDICAL CENTER – VUMC IT, Application Development and Integration | Nashville, TN

Elicit and document requirements for multiple critical VUMC Web applications including the ITSM toolset, Pegasus, and Office of Faculty Affairs 14 applications. Define scope for new application development and current application enhancements. Manage project progress to completion through backlog organization, meeting facilitation, and collaboration with the Project Management team. Coach junior Business Analyst in best practices and processes.

- Worked as the Business Analyst on a total of 12 successful Pegasus iterations and major projects including re-creation of the ITSM Change Management module.
- Identified the need for workflow diagrams for current and future state business processes. Created such diagrams for Pegasus iterations and new Office of Faculty Affairs applications greatly increasing the clarity of the requirements documents.
- Assumed responsibilities regarding the Service Management Organization (SMO) and the Pegasus product backlog upon the Product Owner/Manager's retirement. Creates SMO meeting agenda and facilitates bi-weekly meeting, interfaces directly with ITSM customers, and manages product backlog.
- Completed the business analysis and design toward two new applications for Office of Faculty Affairs (stakeholder engagement, requirements elicitation, representation, and validation) including numerous deliverables including future state business process diagrams, detailed wireframes, business rules, and interface workflow diagrams.
- Designated as Co-Chair to lead the departmental Staff Engagement Committee for Application Development and Integration and Business Intelligence. Initiates and coordinates volunteer projects and other staff engagement initiatives for the department.

### **Lab Associate II / Client Services | 2010–2017**

VANDERBILT UNIVERSITY MEDICAL CENTER – Cytogenetics Laboratory | Nashville, TN

Supported activities of a clinical laboratory of 15 technologists and 2 medical directors. Applied meticulous attention to detail to ensure accuracy of documents, labeling, ordering, and data input to enable efficient operations and optimal provision of services. Calculated and maintained data and perform monthly and yearly analysis to determine capacity, efficiency, and other metrics.

- Identified inefficiencies and initiated new processes, later applied to other systems and additionally provided savings in labor, storage, and costs.
- Served as leader for lab's Accessioning department, designed and wrote Accessioning Procedure, contributed to new procedures, and fully trained coworkers and technicians as back-up support.
- Demonstrated ability to quickly learn several IT platforms including Cerner, HSS, and GE systems.
- Recognized by managers for “unparalleled work ethic”, “mastery of position”, and for “exceeding expectations in following the organizations credo standards.”
- Hand-picked for numerous special projects—partake in process-flow improvement initiatives, lab changes, and temporarily provide functions of a new role for two weeks after one week of training.

### **Client Services Representative (CSR) | 2002–2006**

U.S. LABS, LABCORP (previously Esoterix Oncology, Inc.) | Brentwood, TN

One of seven CSRs to field 200+ daily client calls and requests for lab services from outside hospitals and private practice offices.

- Performed monthly analytical studies on call volume data.
- Promoted within 2.5 years to a newly-created position due to demonstrated strengths as a strategic problem solver and strong work ethic. Quickly became solely responsible as the key problem solver for incoming issues.
- Spearheaded development of a reading resource for CSRs to increase their understanding of varying tests offered thereby enabling them to better resolve issues and increase their overall effectiveness.