

Thaissa Kobayashi

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Looking for opportunities as Product Analyst, Business Analyst or Partner Relations

For the last 10 years I had different job titles, where I acquired a unique set of skills I'm proud of. The essence was always in understanding clients needs, problem solving and making sure the final product was well executed and neat. I also acquired great knowledge on Web Design and Front-end development that are quite useful but, mainly, fun to learn.

Summary

EXPERT

- Build solid understanding of client's needs and goals
- Analysis and creation of business documentation such as use cases, functional requirements and user guides
- Cross-area knowledge broker, interacting with development, architecture and business teams
- Developers' support, helping them to have a better understanding of the project's scope
- Client support, helping them understand technical challenges and overall solution
- Quality Assurance processes, support to User Acceptance Test and QA teams
- Global teams relations, interacting with team members in different countries/time-zones

ADVANCED

- Manage delivery dates and overall execution of tasks
- Identify and solve bottlenecks to ensure deadlines were met and to help improve overall processes
- Analysis of Technical Requirements, ER Models and Entity-Relationship Diagrams
- Presentations and Trainings

INTERMEDIATE

- Team tasks management, keeping track of deadlines, following-up of ongoing tasks and updating managers
- Build and Review Reports

BEGINNER

- Design Wireframes and Mockups to provide final experience and visual design to clients (Illustrator CC)

ABOUT ME

Interested & Intrigued by Human Behavior, Challenge-driven, Restless, Proud Geek, Team-oriented, Communicative, Fast learner, Animal Protector, Passionate Amateur Chef.

Full experience

Business Analyst/ QA Specialist - November 2013 - June 2014

@FDTE - Consulting non profit organization specialist in IT and engineering projects, affiliated to the University of São Paulo

- Create and implement quality assurance process
- Support development team on understanding client's needs and expectations
- Communication bridge between client's Business Specialists, End-users and Data Architecture and FDTE's onsite Developers
- Create and Review Functional Requirements
- Support project managers, updating them on bugs opened by the client after each delivery and on client's Business Specialists feedback
- Support client's Quality Assurance team during User Acceptance Test phase

Main achievements

- Improvements on team's understanding of projects scope and business rules
- Improvement on client's satisfaction (delivery quality)

Business Analyst - March 2012 - October 2013

@Cognizant - Consulting company focus on IT, business-process and strategies

- Analyze Business, Functional and Technical documents from Supply Chain and Finance areas
- Create "Understanding documents" to define developer's scope for each client's requirement
- Review Test and Technical documents from development teams (offshore and onsite), making sure they meet client's expectations
- Communication bridge between client's Business Specialists, Architecture of Applications, Data Architecture and Cognizant's offshore development team
- Mediate knowledge transfers and clarifications between client and developers
- Follow up all developers activities to make sure the delivery was satisfactory and on time
- Projects scope handover to each system support team, to assure their understanding on all changes being implemented on production environment
- Identify gaps on cognizant's and client's processes, to improve client vs. supplier relationship
- Support project managers, updating them on ongoing tasks, issues, delivery dates and overall status of each project

Main achievements

- Improving documentation analysis process, filling all existing gaps, resulted in:
 - reduction of 70% on offshore demand for clarifications (based on the average clarifications received by e-mail);
 - reduction of 80% on problems due to business rules misunderstandings (based on quantity of problems reported during Avon's testing phase).
- Communication improvements (India and Brazil teams) acting as a bridge between Avon and offshore
- Improvement on client's satisfaction (delivery quality)
- Gain Avon's business specialists trust to make changes and improvements on requirements
- 3 new projects demanding business analysts roles for Cognizant
- Nominated as Idea Champion, being responsible for managing onsite innovation campaigns (part of Cognizant Innovation Global Program), encouraging team members to give ideas to help our account to be more effective and reduce costs

Planning Analyst - August 2011 - March 2012

@RSI Informática - Consulting company specialist in quality assurance and testing methodologies

- Analyze demands to plan the necessary activities and necessary resources to execute and delivery on time
- Analyze Business and Requirements documents to help the team on understanding project's scope
- Follow up project's tasks and deliveries
- Support project managers, updating them about team's tasks onsite and generating reports to be used both internally and on client's meetings

Main achievements

- when joined Cielo project all requirements and daily reports deliveries were delayed, after 2 months all deliveries were on schedule
- when joined Itaú project the team was doing overtime every week to be able to delivery every requirement on schedule due to poor tasks management, after 1 month all tasks were organized and no overtime was needed

Process and Quality Assurance Analyst - August 2010 - August 2011

@DClick (now Red Spark) - Company of web and mobile development solutions

- Quality assurance process creation, defining test methodologies and tools to be implemented
- Worked closely to managers, leaders and User Experience teams to help improve client's satisfaction throughout development and deliveries, following Scrum practices and Kanban diagram to control tasks status
- Usability and Navigation tests for flagship products
- Kept a close relationship to development team during user stories analysis and testing phases, improving scope understanding

Main achievements

- Implemented Quality Assurance process in 70% of the ongoing projects and in all new ones
- Bugs (problem) reduction during client's test phase due to new test process implementation that resulted in finding the problems prior delivery (50% reduction)
- Improvements on team's understanding of projects scope and business rules
- Improvement on client's satisfaction (delivery quality)

International Officer - March 2010 - June 2010

@Grafton College - English and technical school in Dublin, Ireland

While I was living in Dublin as an exchange student, this was my part-time job. I was responsible for the Brazilian account, hosting students and helping them to get on their feet, giving all relevant information about the school and the city. Kept all brazilian social media accounts updated and was the communication bridge between brazilians exchange companies and the financial department based in London.

Quality Assurance Analyst - October 2008 - January 2010

@RSI Informática - Consulting company specialist in quality assurance and testing methodologies

- Quality Assurance Process Analysis, such as Requirement analysis, Test Case creation, Test execution and Bug follow ups
- Identify gaps and improvements to be implemented, building an implementation plan with the client
- Communication bridge between Test execution teams and managers
- Responsible for mentoring and training junior analysts and new team members

Main achievements

- Quality assurance process implementation (based on ISTQB methodologies)
- Test Coverage improvements and Bug reduction
- Improvements on existing quality assurance process and deliveries
- Chosen by RSI director to be part of the first team to act on the new Votorantim Bank project due to good performance

Quality Assurance Analyst - October 2005 - August 2008

@Stefanini - Consulting IT company

- Worked as a vendor on different IBM projects in a global team
- Responsible for primary testing activities, such as Business and Functional Requirements analysis, Test Cases documents creation and team reviews
- Discuss tasks and sync up projects with IBM US managers and International Team members via conference calls, e-mail and IM
- Trained interns on Testing best practices

Education

- Bachelor of Business Administration - Universidade Paulista - 2009

Courses, Certificates and Workshops

- SQL @Code Academy - 2016
- Illustrator CC Essential Training and Web Design @Lynda - 2015
- Introduction to Javascript @General Assembly - 2015
- Certificate of Completion in Web Design @General Assembly - 2015
- Certificate of Completion in User Experience Fundamentals @Noble Desktop - 2015
- Design Thinking: Creating value on products and services @Fundação Vanzolini/USP - 2013
- User experience mobile design Workshop @Google - 2013
- Powerful verbal communication Workshop @IIL - 2012
- Writing Communication improvements Workshop @IIL - 2012
- Communication skills and cross-cultural relationships @Cognizant e-learning - 2012
- Business Analysis Skills @Cognizant e-learning - 2012
- Certified Tester by ISTQB (International Software Testing Qualifications Board) - 2009