

# THISHA SMITH

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## PROFESSIONAL SUMMARY

Experienced Business Analyst and Senior Quality Assurance Engineer with a proven track record in bridging technical solutions and business objectives. Adept in requirements gathering, requirements analysis, use case development, and UI/UX prototyping. Extensive experience with SDLC methodologies (Agile, Waterfall, RUP) and process optimization. Strong communication, collaboration, and problem-solving skills with a focus on delivering user-centric solutions.

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## KEY SKILLS

- **Business Analysis:** Requirements Gathering, Requirements Analysis, Use Case Development, User Guides, Change Management, Process Modeling/Workflow Diagramming
  - **Project Management:** Project Proposals, Project Schedules, Stakeholder Engagement
  - **Software Tools:** Visio, Power BI, Rational Suite, JIRA, GitHub, Ranorex, Visual Studio
  - **UI/UX Design:** Prototyping, User Feedback Integration, Interface Validation
  - **Testing:** Functional Testing, Integration Testing, Regression Testing, UAT, System Testing
  - **Data Analysis & Reporting:** Excel Pivot Tables, KPI Monitoring, Sales Revenue Tracking
  - **Programming Languages:** COBOL, Base SAS, SQL, DB2, C++, Python (Basic)
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## PROFESSIONAL EXPERIENCE

### Partner Data Operations Analyst/Business Analyst

*Intel Corporation | June 2023 – November 2024*

- Collaborated with stakeholders to gather and document business requirements.
- Developed process models and workflows using Visio to visualize and streamline processes.
- Conducted requirements analysis and created comprehensive use cases to guide development teams.
- Designed and validated UI/UX prototypes to ensure user-friendly experiences.
- Created detailed user guides for stakeholders.

- Developed project proposals and managed project schedules to align deliverables with strategic goals.
- Managed sales reporting and partner incentive processes, ensuring sales revenue tracking within a  $\pm 5\%$  margin.
- Utilized Power BI to create dashboards for data visualization and reporting.

### **GPU Validation Engineer**

*Intel Corporation | April 2017 – June 2023*

- Conducted requirements gathering for validation processes and created process workflows for testing.
- Supported change management efforts for driver updates and internal tool integration.
- Developed use cases and gathered UI/UX feedback for internal software tools.
- Created project schedules for testing cycles and defect resolution timelines.
- Automated testing processes using Python scripts to enhance efficiency.

### **QA Test Analyst Lead / Business Analyst (BA)**

*NextGen Information Services Inc | July 2014 – March 2017*

- Gathered and analyzed requirements to define test strategies and use cases.
- Created user guides and supported change management plans for smooth system transitions.
- Collaborated with developers and scrum teams to address defects and optimize workflows.
- Designed UI/UX prototypes and managed project schedules to meet Agile sprint timelines.

### **SR QA Test Analyst Lead**

*Fusion Technology Solutions | October 2011 – February 2013*

- Conducted requirements gathering and created detailed workflows for learning management system upgrades.
- Developed use cases and managed project schedules to ensure on-time deliverables.
- Provided stakeholders with comprehensive project proposals and status reports.

### **Additional Roles**

- **QA Tester/Lead** (*MODIS*)
  - **Senior Analyst Software Testing** (*TEKsystems*)
  - **Programmer Analyst** (*Accenture, CitiFinancial International, NIMS Associates*)
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## EDUCATION

### **American River College, Sacramento, CA**

*Associates of Computer Programming (A.S.) – C++ Concentration | GPA: 3.7 | Phi Theta Kappa Honor Society | May 2023*

### **Vatterott College, St. Louis, MO**

*Associates of Applied Science, Computer Information Systems | GPA: 3.5 | May 1997*

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## LEADERSHIP & COMMUNICATION

- Board Member of NIA (Network of Intel African American) ERG, providing strategic guidance to support professional development and community engagement.
  - Proven ability to present data-driven insights to cross-functional teams and senior leadership.
  - Effective coach and mentor, enhancing team performance through process training and knowledge sharing.
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## CERTIFICATIONS

- Certified Business Analyst Professional (CBAP) – In Progress
    - [Introduction to Computers and Operating Systems and Security](#)
  - Microsoft Cybersecurity Analyst Professional Certificate (Microsoft SC-900) – In Progress
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## EMPLOYMENT GAPS

- November 2024: Intel Corporation – Company-wide layoffs.
- October 2011: Contract ended at Wells Fargo due to project de-scoping.
- Additional gaps due to contract completions and budget constraints as detailed in the full experience section.