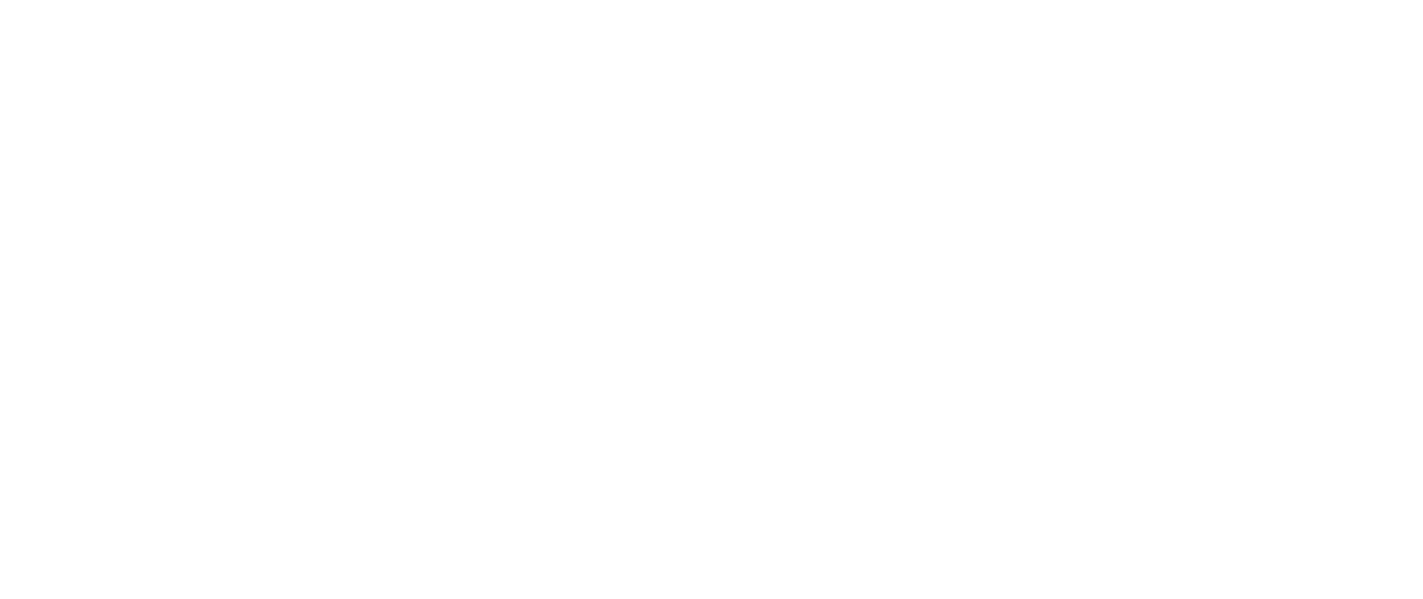
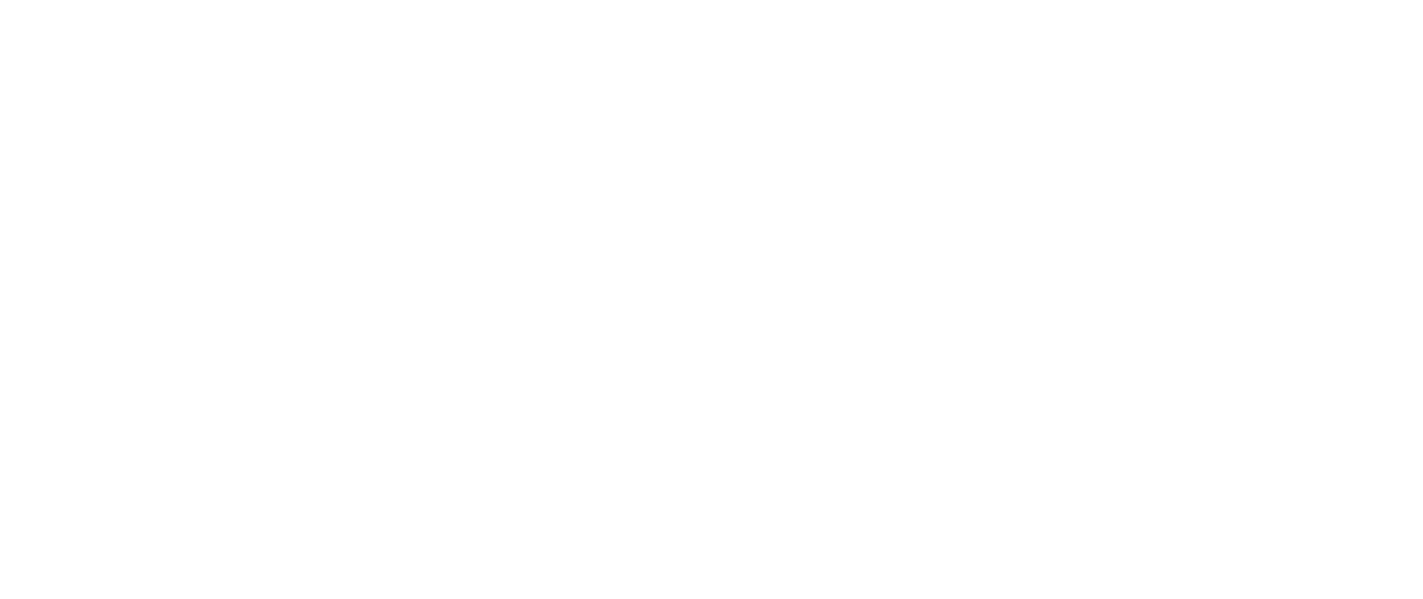
VIVIANNE ZARA

**FULL STACK WEB DEVELOPER & BUSINESS CONSULTANT**



HIGHLIGHTS



INDUSTRIES

IT

* FINEOS
* iSOFT

Government

* Worksafe Victoria
* Transport Accident Commission
* Department of Health and Human Services

Health

* Mitcham Private Hospital
* Donvale Rehabilitation Hospital

EDUCATION

* **Monash University**

Full Stack Web Development 2021

* Technical Writing 2020
* Business Enterprise Architecture 2018
* SAFe Agile Foundation (FINEOS) 2017
* ITIL Foundation 2011
* ISTQB Foundation Certificate 2010
* Advanced Business Analysis 2007
* **LaTrobe University**

Bachelor of Health Information Management 2004

# SUMMARY

With over 16 years’ experience in Information Technology providing Business/Data Analysis, Product Management, Pre-Sales Consultancy and now Full Stack Web Development, Vivianne is a versatile Consultant.

Vivianne applies her expertise in Agile, Collaborative Design and Waterfall to lead cross-functional teams in the implementation of customer led, practical solutions to deliver timely results and achieve defined commercial outcomes.

Her portfolio of experience is vast and displays versatility across the following areas: pre-sales consultancy, stakeholder management, business requirements gathering, functional requirements documentation, system integration testing, user acceptance testing, configuration release documentation, training, HL7 messaging standards and health information management and full stack web development.

Vivianne is a self-starter who can work with and lead high performing teams, to manage strategic and tactical initiatives to achieve desired results.

## EXPERIENCE

Senior Product Consultant

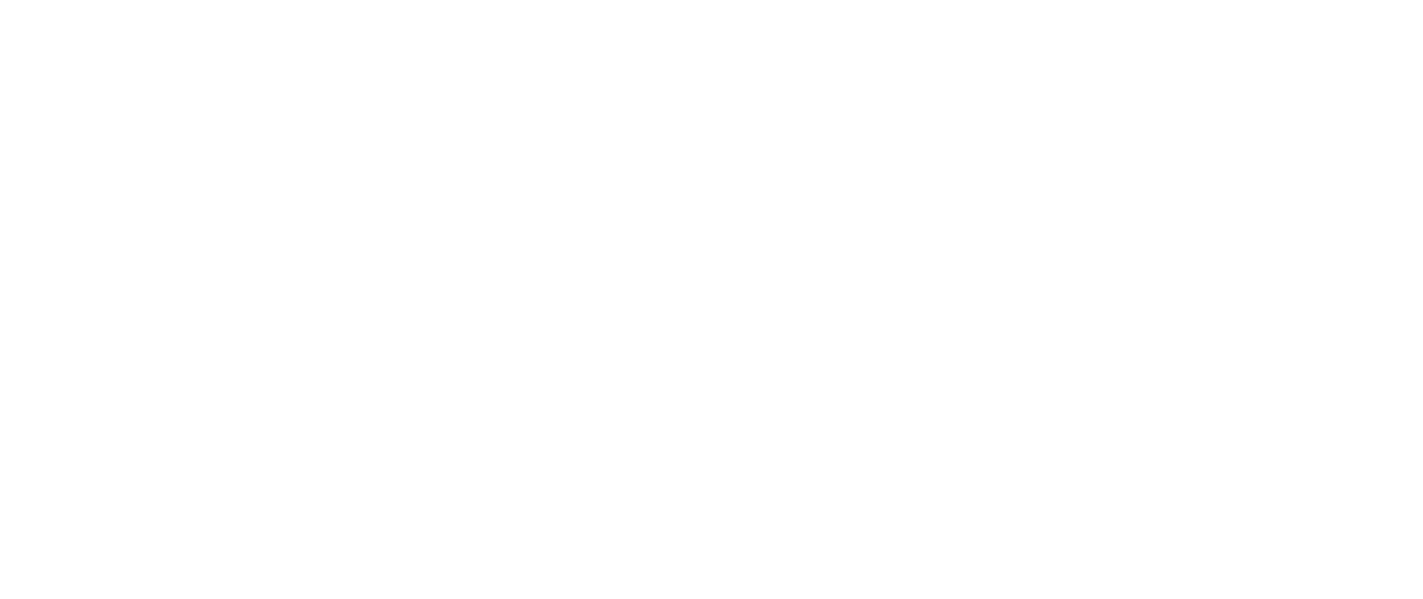
**FINEOS** | Multiple Roles – Pre-Sales Product Consultant | September 2013 – Present

FINEOS is a global software company providing modern customer-centric core software to the Employee Benefits and Life, Accident and Health industry.

* Facilitated product roadmap and business requirements development with Product Owners.
* Engaged with cross company stakeholders across business and technology.
* Collaboratively designed and led Pre-Sales Product demonstrations in the Asia Pacific Region.

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| --- | --- | --- | --- |
| vzara88@hotmail.com | 0408 598 434 | <https://www.linkedin.com/in/vivianne-zara-2927aa4/> | See the source image  https:/ /github.com/vvnnzar |

## EXPERIENCE CONTINUED



Senior Business Analyst

Worksafe & TAC | TAC 2015 Service Program – Provider Administration Project

**| June 2011 – September 2013**

The project aimed to provide a standardized database for the TAC’s service provider information, integrating into new technology being developed for payments processing.

* Business requirements gathering via STORY workshops.
* Coordinate and facilitate collaborative design workshops.
* Develop functional specification documentation (JIRA software).
* Coordinate technical document review workshops.
* Vendor engagement.
* Vendor functional design review.
* Business process flow documentation.
* Integration code set mapping.

Senior Business Analyst

Worksafe & TAC | Provider Online Services (POS) Pilot Program

**| December 2010 – June 2011**

The project delivered an online portal for a pilot group of the TAC and WorkSafe’s providers to manage claim and payment information online. Due to the success of this project, it was subsequently rolled-out to a wider group of providers beyond the original scope.

* Functional, system integration and UAT detailed test plan documentation
* Functional, system integration and UAT test summary release documentation
* Defect management
* Support transition documentation
* Agency training – face to face
* Production verification testing

Senior Product Officer

Department of Health and Human Services ½ Victorian Integrated Non-Admitted Health (VINAH) | August 2010 – December 2010

The role was to ensure healthcare agencies were compliant with State government statutory reporting.

* Developed a stakeholder compliance register to enable monitoring of funding allocated to healthcare agencies.
* Developed a contacts database to ensure ease of managing reporting.
* Facilitated meetings with internal stakeholders to provide information on program progress and to highlight potential risks.
* Stakeholder management.
* Data analysis.
* Compliance reporting.

Senior Integration / Business Analyst

Department of Health and Human Services ½ Multiple Projects ½ May 2007 – August 2010

HealthSmart CareDIRECT and e-Referral Project

The project was to define the business requirements for a State-wide pilot software to send and receive

healthcare referrals electronically, in alignment with the National software standards (NEHTA).

* Coordinated and facilitated external reference groups of service providers to validate business process requirements.
* Lead the process to document a state-wide process flow solution and produced the business flows which are now referenced by NEHTA.
* Coordinated the process to produce functional requirements across the multitude of differing software solutions used by General Practices and Acute Health software (PAS).
* Data analysis to support HL7 Code-set mapping for “HealthSMART”, to ensure that vendors could integrate with the developed solution.
* Stakeholder coordination and engagement.
* e-Referral business needs analysis.
* e-Referral business process flow documentation.
* e-Referral application integration analysis – provider directory.
* HealthSMART HL7 Standards – acute code set mapping.

HealthSMART Patient Client Management Systems (PCMS) Portfolio

The project was to implement a PCMS across all public sector health networks within Victoria.

* Implementation of change management processes.
* Implementation of configuration release management processes and documentation.
* Successful implementation of quarterly configuration releases.
* Requirements documentation for a major software release, implemented within Victorian Healthcare Agencies.
* Designed, developed and delivered functional workshops to ensure system development met the business objectives.

## FULL WORK HISTORY

|  |  |  |
| --- | --- | --- |
| **Company** | **Year** | **Role** |
| FINEOS | 2013 - Present | Senior Product Consultant |
| TAC & Worksafe Victoria | 2010 - 2013 | Senior Business Analyst |
| Department of Health and Human Services | 2010 | Senior Product Officer |
| Department of Health and Human Services | 2007 - 2010 | Senior Integration / Business Analyst |
| iSOFT | 2006 - 2007 | Solutions Consultant |
| Mitcham Private Hospital & Donvale Rehabilitation | 2004 - 2006 | Chief Health Information Manager |