**SUMMARY**

BA professional with over 24 years of extensive experience in the software industry, having performed as a BA/PO/Scrum master for 9 years, and having 15 years as a senior developer in java, and performing the roles of a scrum master, and product owner. I have been a jack of all trades and am open to leading a team or being placed in a role where deep technical expertise is required.

**Technical Proficiencies**

**Project Software:**Microsoft Azure Dev Ops, Atlassian (Jira, Confluence, ServiceDesk), Aha, Zendesk, Microsoft Dynamics CRM, Visio, MS Office. Eclipse, ItelliJ IDEA, JDeveloper, Ant, Ivy, JUnit, DBUnit, Hudson, Rational Rose, Clear Case, Subversion, Surround, CVS, Toad **Operating Systems:**Windows All, Linux Redhat, UNIX/Solaris **Database Platforms**:  Oracle, DB2, SQL Server, MySQL, Interbase, Paradox, MS Access, HSQLDB **Languages:** Java (EJB, J2EE, JCE, JDBC, JCA, Servlets, JSP, JSF, Grails), HSQL, SQL, XML, HTML, JavaScript, CSS, Delphi(3-8), VB5, Shell Script, Microfocus COBOL, Regex
Libraries/Frameworks: Spring, Grails, Struts, Apache commons, Apache MyFaces, RichFaces, JBoss Seam, Hibernate, Tapestry, IText, Facelets **Application Servers:**WebSphere, WebLogic, Tomcat, Jetty, OC4J, SunOne, FioranoMQ JMS Server

**Professional Experience**

**09/2020 - Present     Senior Business Analyst** *Cognizant Softvision (formerly Magenic)*

**(First project)**

**Industry:** Medical Industry – Beckman Coulter
**Project Duration** (09-01-2020 – 12-09-2021)

**Role:** Business Analyst

**Responsibilities**: 1) storytelling sessions 2) story refinement 3) Acceptance Criteria

**Background info**: It was standalone .Net, UI driven for medical / Immunoassay analyzers. Meetings revolved around UX driven features and enhancements. Complex rules on how to set up testing scenarios for a given set of blood/urine samples. Worked with PO/Devs/UX people to deliver expected Acceptance Criteria/Stories on daily basis. Used ADO for stories.

**(Second project)**

**Industry:** Mining technology – Austin Powder
**Project Duration** (01-24-022 – 04-01-2022)

**Role:** Scrum master **/** Business Analyst

**Responsibilities**: 1) Resources management 2) project plans 3) storytelling sessions 4) story refinement 5) Acceptance Criteria 6) Retros 7) Daily standups 8) Exec reviews

**Background info:** Project was building replacement to legacy application using Microsoft MAUI. Was responsible for working with PO and UX team to design user experience and write requirements to capture what the business wanted. Very complex UI needed to work for mobile IOS Android, windows desktop online and offline. Used ADO for stories.

**(Third project)**

**Industry:** HVAC technology – Trane
**Project Duration** (04-18-2022 – 09-01-22)

**Role:** Business Analyst

**Responsibilities**: 1) storytelling sessions 2) story refinement 3) Acceptance Criteria

**Background info:** Business Analyst for a team of 15 (Devs/QA/UX). I created and refined the backlog for an HVAC vendor. This .Net Software/Azure cloud Responsive website that allows users to design an HVAC solutions and purchase products, and export designs. It has a lot of complex drawing elements. Interacted with PO/UX to design stories and user experience. Used Jira for stories.

**(Fourth project)**

**Client:** Financial / Insurance **-** Verisk
**Project Duration** (09-07-2022 – 12-30-2022)

**Role:** Business Analyst

**Responsibilities**: 1) storytelling sessions 2) story refinement 3) Acceptance Criteria

**Background info:** Business Analyst for a team 6. We built a design for a new application replacing legacy one that provides a risk assessment report. It was replacing heavily using file I/O and FTP servers to write and publish these reports. We built a .net web-based design. I worked with the UX and Arch to design the UI’s have in depth stories to capture all the user flows through the web pages. We Used Jira for stories, confluence for Visio like diagrams aka Gliffy.

**(Fifth Project)**

**Client:** Pharma / Health care - Telus Health Virtual Pharmacy
**Project Duration** (2/13/2023 – 3/31/2023)

**Role:** Business Analyst

**Responsibilities**: 1) Story refinement 2) Acceptance Criteria

**Background info:** Business Analyst for a team 15. We are building new UI experiences for a new large (350 pharmacies/store) client on an existing mobile application. Customization of this application can then also be used as new features for existing customers if they want to turn on and configure for these new features. Work involves designing flow diagrams, understand data being uses in session for different types of user experiences that trigger showing different controls on screen. Tech stack involves ASP.NET Core MVC 3.1 running in Linux containers, Bootstrap for CSS, minimal JavaScript with some JQuery, Responsive website, hosted in AWS.

**01/2019 – 09/2020     Agile Project Manager/ Business Analyst            Trellance** *(OnApproach)*
Trellance sells a data warehouse software solution called M360 to credit unions. M360 Enterprise is a collaborative, multi-sided, Analytic Data Model (ADM) solution that enables credit unions to integrate all their data into a single source of truth

At this job I had a variety of roles to play:

As a member of PMO Team, I helped facilitate many projects as a scrum master.

I worked with a variety of teams to implement the SDLC process using Jira. When I started their process was based on smart sheets and excel. With the team I helped instill scrum/agile methodologies using Atlassian products, (Jira, and Confluence) plus we started using Zendesk, Aha and Test rails. I helped integrate all the tools, trained the users on the software, and wrote a variety of documents to help the team understand how this suite of tools worked together.

My first role at Trellance was to work with the ETL developer team to provide solutions for credit union's core transactional system and to map their data into the data warehouse software. My set of customers was based on one core called DNA. I had twelve clients to help manage their M360 software.

The next Project I worked on was to clean up the data dictionary for the m360 product. There are some 2000 data elements and there are nearly as many linage elements. These reside in the m360 database and map to the client’s data, all of which needed to be reviewed and definitions refined.

**07/2018 - 09/2018     Remediation Analyst Wells Fargo (***5th contract - 2 mo.)*
I joined a team that was formed to remediate high profile problems related to credit cards. The team was filling in while the C2C (Center for Excellence) team ramps up on staff. The main objective of my work was to document the remediation process for 6-12 projects which involved: 1) document the impacted population, 2) determine financial impacts 3) document corrective data calculations 4) write execution documentation.

Tools we used:

* Remedy – Bug tracking software
* Sharp – internal documentation
* FDR – terminal app.
* SharePoint
* Word – BRD’s

**Work History Summary:**

|  |  |  |
| --- | --- | --- |
| **Timeline** | **Role**  | **Company** |
| 09/2020 - Present | Scrum master / BA | Cognizant  |
| 01/2019 – 09/2020 | Scrum master / BA | Trellance  |
| 07/2018 – 09/2018 | Remediation Analyst | **Wells Fargo Bank (4**th **contract)** |
| 10/2017 **–** 04/2018 | Product Owner / BA / PM / QA  | CliqStudios.com |
| **11/2016 – 10/2017** | **Business Systems Analyst** | **Wells Fargo Bank (3rd contract)** |
| **11/2015 –** 11/2016 | **Application Systems** | **Catholic Charities of St. Paul** |
| **01/2014 – 08/2015** | **Information Technology** | **Peace Corps** |
| **04/2013 – 09/2013** | **Technical Analyst** | **BI Worldwide** |
| **04/2012 – 03/2013** | **Business Analyst** | **Best Buy** |
| **01/2011 – 12/2011** | **Security Engineer** | **Wells Fargo Bank (2nd Contract)** |
| **09/2009 – 03/2010** | **Business Analyst** | **Wells Fargo (1st Contract)** |
| **03/2009 – 09/2009** | **Senior Developer** | **Object Partners Inc.** |
| **02/2006 – 03/2009** | **Lead Developer** | **Wells Fargo Bank** |
| 01/2004 **–** 02/2006 | **Senior Developer** | PreVisor (2nd Contract) |
| **01/2003 – 01/2004** | **Senior Developer** | **Accenture Technology Solutions** |
| **07/2002 – 12/2002** | **Developer/Contractor** | **ePredix** |
| **01/2002 – 07/2002** | **Developer/Contractor** | **Digital River** |
| **02/2000 – 01/2001** | **Developer/Contractor** | **International Decision Systems** |
| **02/1999 – 01/2000** | **Developer** | **St. Paul Police Department** |

**Education**
 **09/2007 – 05/2012                         University of St Thomas**English BA - Writing Influence

In pursuit of my writing ambition I returned to school in 2007. In addition to forwarding my software career I also want to have my own works published. I have written several short stories, four of them have been published. In 2010 I returned as a full-time student, completing nine courses in nine months. I finished my degree in the spring of 2012.

**Summer/Fall of 2010                     St. Catherine University**

I took American Sign Language (1-3) courses at St Kate’s to fulfill my language requirements.

**08/28/2001 – 12/4/2001            Metro State University** Java – programming with objects.

This course covered the following topics: Object-Oriented Concepts, Classes and Objects, Inheritance, Abstraction, Exceptions, parameter passing, file handling, scope rules, searching, string manipulation, arrays, and polymorphism. This course required completion of several programs as homework and several quizzes.

**02/16/2001    University of Minnesota** Java - certification course.

Took a Course that covered all the of the following topics: Data Operations, and Control Flow, Object-Oriented Concepts, Classes and Objects, Types of Inheritance, Interfaces, Throwing and Catching Exceptions, Collections, Stream Classes, Visual Components and Threads. This course provided several project examples that supplement the course along with additional problems, solved during our lab time.
 **03/17/2000      University of St. Thomas** Object-Oriented Application Analysis and Design.

Participated in and completed a graduate-level seminar course.  Course included object identification and specification using CRC cards, interactive communication modeling using Use Cases and Scenarios, and static relationship modeling using the new industry standard modeling language, Unified Modeling Language (UML).  An object-oriented analysis and design (OOCASE) tool was also included.

**09/1998            NEI College of Technology** Associate of Applied Science Degree,

Information Management Systems September 1998.

At NEI I gained exposure to several programming languages, operating systems and ideologies on applications development. Studied relational database design extensively and learned SQL. I worked on several team projects that included MicroFocus COBOL, Access7.0, Visual Basic 5, and Crystal Reports.

**09/1994             Minneapolis Community College** Associate of Arts Degree, December, 1994

I took courses in writing, Philosophy, Psychology, Sociology, Biology, Photography, video productions and video animation. The college was very culturally diverse I was exposed to many different kinds of people which has helped in working with teams. Also my experiences in photography, video productions & animation have helped in designing user interfaces and reports.