Karen M. Prieto
Business Analyst / Technical Writer

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Summary

Requirements analyst for customer service applications in a fast-paced IT environment, with academic Information Science background, and long-term experience in written communications.

Education

Certified BA Prof (CBAP) - BABOK Guide v3. 2017 (pending).

Master of Science: *Library and Information Science.* 2012:
Drexel University, Philadelphia, PA.

Graduate Certificate: *Practice of Technical Communication.* 2007:
New Jersey Institute of Technology (NJIT), Newark, NJ.

Bachelor of Arts: *English/Technical Writing*. 1993. *Summa-Cum-Laude*:
University of Central Florida (UCF), Orlando, FL.

Recent Awards

- Recognizing You – Spotlight, 05/03/17, 12/08/16, 11/28/16, 10/25/16
- Customer Care Employee of the Quarter, 2Q15

Domain Knowledge

Customer Service, Pricing Strategy, Cell Site Real Estate, Helpdesk

Software Insights

Jira, Microsoft Word, *Excel*, PowerPoint, Visio, OneNote, Outlook, Confluence, SharePoint, PhotoShop, Camtasia, DHTML/ CSS, *SQL*, *Access*. Also G-Suite as of June 2017.

Experience

Business Process Analysis

- **NETworkflow** – Workflow tool for cell site builds and modifications. For initial launch of NETworkflow in 2007, I explored business processes with nationwide users and prepared complex flow diagrams with VISIO, which were used by developers as a roadmap.

- **Primavera TeamPlay** – NSS transition to this project management software in 2005. While preparing procedural documentation, I also assisted with process modeling using ARIS software.

IT-Side Business Analysis

- **ACSS (Automated Customer Support System) NBS (Next Bill Summary)** – ACSS is the primary application for post-paid rep-assisted customer service. NBS helps consumer customers understand upcoming changes to their bill. As part of an Agile team, I am contributing to a full NBS redesign to provide more detail and achieve consistency with other channels. In addition, I am collaborating on a new screen that combines financial details to help reps handle "bill shock" questions more effectively.

- **PPA (Price Plan Analysis) Efficiencies** – PPA proposes optimized plan pricing based on account usage history, billing conditioning rules, and contract terms. Since joining IT, I have worked closely with stakeholders in BGCO and B2B sales, and the PPA development team to improve the user experience and increase accuracy of PPA's usage and recommendation Excel reports. At the same time, I represented PPA in several key pricing projects for which PPA's logic needed adjustments in order to align with business strategy.

- **Business Transformation** – For the Plans & Usage agile epic, I supported PPA stories with a focus on achieving consumer recommendations consistency across front-ends and expanding recommendation scope; ACSS stories focusing on call in rate (CIR) reduction associated with plan change transactions; and OneMessage stories focusing on overage and international SMS messages.

- **ACSS Web** – For conversion of ACSS from desktop to web-based: Analyzed screens in original application to ID user groups & business needs, and documented requirements for re-envisioned functionality. Leveraged opportunities to reduce average handle time (AHT) and CIR. Outcome is a user-friendly and easier-to-maintain application accompanied by a library of documented requirements.

- **NetSites 3.0** – Cellular lease management software. Assisted in requirements gathering and analysis, attending multiple group design meetings and one-on-one sessions with individual users. My documented findings led to significant application improvements.

- **NPR Viewer** – Network performance reporting application for executives. In 2010, contributed to launch and subsequent releases by working closely with stakeholders to identify business needs and communicate them to the development team.

Data Architecture & Content Management

- **Post-Grad Coursework** – I have minor experience in data modeling and design thanks to my NJIT and Drexel coursework. For descriptions of relevant courses and project samples, please visit Karen M. Prieto - Selected Coursework.*

- **WebLibrary & SA Site Administration** – WebLibrary is a document management system and the SA Site was a website used by NSS System Admin team. As the administrator for both systems, as well as the author of many of the posted documents, I was concerned with organizing content so that it could be intuitively found and quickly accessed by people who needed it. For one of my NJIT classes, I conducted a card sort exercise for SA terms with the goal of improving the site's architecture.

- **SGML Tech Manuals for Boeing & Grumman** – In both cases, procedures were strictly written using Simplified English and carefully tagged with SGML for electronic presentation. Due to this experience, I have a strong appreciation of controlled vocabularies and separation of display formatting from content.

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Text-Based Communication

- **End-User Documents** – Release notes and online help for various types of software: document management, executive reporting, lease management, project management, trouble ticketing, network field access, and banking management.
- **Requirements & Standards** – For document management, executive reporting, workflow, alarming, and network management applications; Equipment inventory and network security standards.
- **Technical Procedures** – NSS systems and database administration procedures, troubleshooting guides, operating center procedures, command line installation procedures for Lucent software.
- **Department of Defense Manuals** – Functional test, theory of operation, and maintenance manuals for several U.S. Air Force projects.

Visual Communication

- **Tutorials** – Camtasia training videos for document management and executive reporting (WebLibrary, NetDocs, and NPR Viewer).
- **Diagrams** – Screen flows, decision trees, network architecture.
- **Presentations** – Slideshows for upper management with Excel-generated graphs integrated into PowerPoint using consistent styling and tasteful layered animations where appropriate.
- **Web Pages** – Internal support pages, including WebLibrary department and training pages, and equipment center home page.

User Experience (UX) and CSS Styling

- **Post-Grad Coursework** – UX has been a recurring theme in several NJIT and Drexel courses. For example, in *INFO 608 - Human-Computer Interaction* (2009), I designed and prototyped an interface for tracking and sharing a personal reading library as part of a 4-person team. This project involved user/task analysis, modeling, interactive mockups created in PowerPoint, and usability evaluations.
- **WebLibrary 3.0, NetSites 3.0, & NPR Viewer** – For each of these projects, I established CSS styling standards and contributed to the layout of most screens based on feedback from system users

End-User Support

WebLibrary, NPR Viewer, & NRE Admin – In NSS, I provided Tier 1-3 support for content management, reporting, and lease management applications for requests received through trouble tickets and a monitored email box. Activities included account updates, usage guidance, query language data updates, error troubleshooting, management of complex permissions levels, and ticket assignment for data-related and other complex requests.

Chronological Work History

10/15-Pres.   Verizon: MTSIV – IT Business Analyst.

Represent PPA, ACSS, and OneMessage in various BT agile and enterprise waterfall projects.

01/07-Pres.   Self – Property Manager.

Market and maintain two residential rental apartments.

05/12-10/15   Verizon Wireless: MTSIII – IT Business Analyst

Assigned projects focused on transition from ACSS Desktop to ACSS Web, and on PPA Excel reports for B2B Sales & BCGO GEAs.

12/04-05/12   Verizon Wireless: Network MTS – Technical Writer

NSS Real Estate & Content Management Applications (RECMA); NSS Engineering Standards; NSS Security, Architecture, Metrics & Standards (SAMS)

11/00-10/04   Verizon Wireless: Consultant – Technical Writer

NSS Data Center East; NSS Remedy Development; Fault Management Systems.

10/04-12/04   Pfizer Consumer Healthcare, Morristown, NJ, contracted through Pioneer Data Systems, Edison, NJ. Technical Writer.

11/98-11/00   Lucent Technologies, Warren, NJ, contracted through Cotelligent, Bridgewater, NJ. Documentation Specialist.

11/96-9/98   Boeing Helicopters Division, Ridley Park, PA, contracted through Avionics Research Corp., New York. Technical Writer.

9/95-11/96   Phoenix International, Maitland, FL. Communications Specialist.

6/93-9/95   Northrop Grumman ESID, Melbourne, FL, contracted through RMI, New York. Technical Writer.