Karen M. Prieto

Business Analyst / Project Manager / 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

Master of Science: *Library and Information Science*. <u>2012</u>: Drexel University, Philadelphia, PA.

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

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

Recent Awards

Recognizing You – Simple Thanks 12/27/17 (2), Spotlight, 05/03/17

Domain Knowledge

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

Software Insights

Jira, Redmine, Microsoft Word, **Excel**, PowerPoint, Visio, OneNote, Access, G-Suite, Confluence, SharePoint, PhotoShop, Camtasia, DHTML/ CSS, SQL.

Experience

IT-Side Business Analysis

- **ACSS (Automated Customer Support System)** – ACSS is the primary application for post-paid rep-assisted customer service. As part of an Agile team, I currently contribute to Collections efforts such as agent assist fee, promise to pay, and future-dated payments. Last year, I helped reps handle "bill shock" questions more effectively via a full redesign of the Next Bill Summary screen, plus a new screen that combines financial details to save reps time.

- **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 used for "RPAs" for business customers. At the same time, I represented PPA in several key consumer pricing projects for which PPA's logic needed adjustments in order to align with business strategy. Later, in the Plans & Usage agile epic, I supported PPA stories with a focus on achieving consumer recommendations consistency across front-ends and expanding recommendation scope.

- **Postpaid Growth** – I currently provide BA support for pricing stories in the Postpaid Growth epic – a rigorous series of projects that require an understanding of how pricing is defined by RA and flows through the billing system to the front ends.
  This year I represent ACSS and POS, and am already working on several pricing efforts at once.
  In prior years (with a break in between), I represented PPA and ACSS. At that time, the pace was equally challenging, and often involved NDA projects which required a special process for procuring resources and tracking progress. All of our modern price plans and many promotions have come from Postpaid Growth - such as Go / Beyond Unlimited, Verizon Unlimited, New Verizon Plan, and New MORE Everything.

- **OneMessage** – The OneMessage application sends most email and SMS messages to our customers. Last year, I worked with the OneMessage team on various SMS stories for CARE. This often involved coaching the business partners on preparing prerequisite documents from eCRM, required by OneMessage for acceptance. I worked closely with OneMessage developers and testers to ensure they understood the requirements, and tracked testing milestones. In addition I made sure that our project management tool, Redmine, accurately contained all dates, resources, alignment status and other information crucial to ensuring timely delivery.

- **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.

Project Management

- **OneMessage** - When IT transitioned from Business Transformation to the "Pillar" method of organizing projects, OneMessage was working on a large overhaul of the logic used to send global welcome SMS (GWSMS) messages to customers travelling abroad. Due to the re-org, our CAM was reassigned so as the OneMessage BA, I assumed his role in addition to mine. For several months, I coordinated team meetings, kept the agile stories up to date and tracked milestones for both OneMessage and interfacing applications. Without such PM guidance, this important effort might have stalled. Instead we successfully delivered the new logic which ensures that rate information within the messages are accurate, and that all messaging is more easily maintainable.

- **PPA** - When working with PPA, I provided informal PM guidance to fill a gap in the release process. PPA was a sub-team within Customer Care Systems, but since it was a small group, it operated less formally when scheduling releases. I took on the role of tracking stakeholder requests and coordinating alignment with the team. I also conducted recurring kickoff meetings to keep all team members informed of our commitments.

- **ACSS** - Due to the large size of the ACSS system and its supporting resources, last year it fell to the BA team to track routine project management milestones such as alignment status, target handoff dates, and resource assignments. To help with reporting, we implemented a database application called Redmine. Each agile story has a corresponding Redmine ticket. I was - and still am - responsible to ensure that the tickets for my assigned projects contain accurate details about who is working on the story and how/when it will be delivered.

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, & NPR Viewer); **Diagrams** – Screen flows, decision trees, network architecture; **Presentations** – Slideshows for leadership 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.

Business Process Analysis

- **NETworkflow** – Workflow tool for cell site builds and modifications. For initial launch of NETworkflow in 2007, I explored business processes with a large team of 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.

Chronological Work History

01/18-Pres.   Verizon: MTSIV – IT Business Analyst/ Project Manager.

Support ACSS and POS in consumer pricing and collections agile epics.

01/07-Pres.   Self – Property Manager.

Market and maintain two residential rental apartments.

10/15-12/17   Verizon: MTSIV – IT Business Analyst.

Represented PPA, ACSS, and OneMessage in agile and enterprise waterfall projects.

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 Mgmt Applications (RECMA); NSS Engineering Stds; NSS Security, Architecture, Metrics & Stds.

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

11/00-10/04   Verizon Wireless: Consultant – Technical Writer. NSS Data Center; NSS Remedy Development; Fault Mgmt Systems.

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.