

Business Analyst & Project Manager

Requirements and systems analyst with experience in multiple domains, extensive history in written and visual communication, and an academic background in Information Science. Specializes in meeting commitments and finding win-win solutions for businesses and their customers.

Avionics, Banking Management, Call Routing, Cellular Sales & Equipment, Contact Center, Customer Service, Decision Support, FDA Protocols, Helpdesk, Pricing Strategy, Veterinary, Web Accessibility; Agile/SAFe, Content Management, Form Design, Gherkin/Behavioral Driven Design (BDD), Localization, Project Management, SDLC, Simplified English, User-Centered Design; ARIS, Camtasia, Clarity, Confluence, DHTML / CSS, Google-Suite, Jira / JQL, Microsoft Office, Photoshop, PowerPoint, Redmine, SGML, SharePoint, Snagit, SQL, Visio, XML.

Selected Achievements

- **Agent Assist Fee** – Fast-tracked a convenience fee for account payments, resulting in reduced customer service call-in-rate (CIR) and supplemental revenue by eliciting functional requirements with business partners, and coordinating technical specifications for call routing, customer service user interface, and middleware software applications. YTD savings of \$5.8M and net revenue of \$26M.
- **Optimize Indirect & Telesales** – As scrum master and analyst, streamlined transition of order quotes to transactions to increase sales rep efficiency within agent stores by promoting Agile best practices and increasing team effectiveness with each sprint.
- **Equipment Guide Refresh** – Revitalized struggling Agile project to redesign the user interface and enhance backend data design of a knowledgebase application, in order to improve accuracy and reduce average handle time (AHT) for retail sales representatives.
- **International Travel Experience** – Organized complex requirements and resolved backend dependencies to enhance "welcome" text messages for customers travelling abroad, resulting in maintainable, user-friendly, and accurate customer communication.
- **Price Plan Analysis** – Improved accuracy and user experience of a decision support recommendation engine with AI-like capabilities to help account managers optimize pricing for corporate customers. Assisted as both business analyst and project manager, understanding and documenting requirements, monitoring the development schedule, and assisting with release preparation.

Professional Experience

Verizon Wireless, Basking Ridge NJ

Jan 2018 - Jun 2019

IT Business Analyst / Project Manager (MTS IV)

Ensure delivery of customer service and sales Agile (SAFe) projects by leading through influence and clearing roadblocks.

- Build relationships with business and IT stakeholders and promote collective commitment among all team members with the goal of building trust and increasing momentum of delivered projects.
- Grasp technologies such as transactional sales systems, supply chain/warehousing, computer-telephony (CTI), billing/collections, case management, and AI bots.
- Understand business stakeholder requirements and analyze system impacts to derive functional & technical specifications, including front-end user interface, help files, access controls, accessibility, utilization metrics, data sources, and APIs. Prepare Gherkin BDD feature files.
- Identify minimum viable product (MVP), negotiate project scope, deliverables, and timeframe, and ensure IT stakeholder participation. Overcome competing priorities among parallel projects and ensure delivery despite limited availability of IT team members.
- Plan and host grooming & scrum meetings, moderate story acceptance, oversee team commitments, facilitate asynchronous communication with offshore team members, monitor progress of system and user acceptance testing (UAT), and confirm defect resolution.
- Provide recurring updates to executive leadership with resource assignments, milestones, and summary of in-work business value via Confluence and PowerPoint. On a rotating basis, facilitate resolution of release day production issues.

Verizon Wireless, Warren NJ

Oct 2014 - Dec 2017

IT Business Analyst (MTS IV)

Achieved successful enhancements to customer service, digital communication, and reporting applications within enterprise Agile (SAFe) and waterfall projects.

- For Agile: Participated in grooming sessions to achieve high-quality, testable requirements within well-formed Jira user stories. Assisted team members with clarifications, design discussions, and test data as needed. Created supplemental documentation and diagrams when needed to clarify design. Tracked milestones and human resources within Redmine database.
- For waterfall: Documented requirements, assumptions, and testing considerations for a mixed audience of business and IT stakeholders. Coordinated communication between team members for each development lifecycle. Ensured requirements were complete and understood by developers and testers. Assisted team with questions, testing, troubleshooting, and handoff coordination.

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Verizon Wireless, Warren NJ

May 2012 - Sept 2014

IT Business Analyst (MTS III)

Supported migration of customer service software from desktop to web-based framework, and Excel reporting requirements for business-to-business account reps within waterfall projects. Wrote end-to-end requirements with GUI design and technical implementation suggestions. Assisted with project management and change control procedures.

Verizon Wireless, Branchburg NJ

Dec 2004 - Apr 2012

Technical Writer / Business Analyst (Network MTS)

Conducted requirements analysis and interface design. Wrote procedures & standards documents for system & database administrators, and managed content on Vignette & Apache websites. Created architecture & process models with ARIS.

- Participated in group requirements & design meetings as well as one-on-one sessions with individual users. Documented findings that led to significant application improvements. Confirmed needs with business stakeholders and communicated requirements to the database administrators, developers, and testers. Assisted with development lifecycle activities, such as logging change requests, monitoring development progress, and scheduling software releases.
- Set up initial layout and styling of front-end screens: Conducted card sort exercise with selected end-users to inform content organization, devised an attractive, usable way for the various plug-ins to fit together, prepared HTML/CSS markup for several web applications, and advised developers on styling best practices.
- For internally-developed workflow tool, explored the process of evaluating, initiating, and coordinating cellular tower construction with an enterprise team of stakeholders. Based on their input, prepared a multi-page flow diagram with VISIO, which was used by developers as a roadmap, plus contributed to the front-end interface design and layout.
- Prepared and presented slideshows for leadership with Excel-generated graphs integrated into PowerPoint using consistent styling to summarize project scope and convey status.
- Wrote and published end-user documentation, recorded and produced audiovisual training with Camtasia, created and maintained website with support and training information. Designed and implemented online form templates for server build and maintenance procedures using InfoPath, and published to a SharePoint web server.
- Managed published content on Vignette and Apache websites. Established initial standards for metadata and hierarchy. Coordinated migration of project management, system administration, and database administration documents.

Career Notes

Additional experience in technical writing at Pfizer (user manuals for data reporting tools), Verizon (network troubleshooting guides), Lucent (UNIX & field access end-user procedures), Boeing (interactive electronic technical manuals (IETMs) for V-22 Osprey & CH-47 Chinook), Phoenix International (docs and help files for banking software), Northrop Grumman (maintenance manuals for E-8C Joint Stars), Nephron Pharmaceuticals (FDA protocols & equipment manuals), and East Orange Animal Hospital (procedures). Details available upon request.

Education

Graduate Certificate: *Certified Professional in Business Intelligence (CPBI)* (*pending*): Villanova University, Tampa FL.

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

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

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

Professional Development & Training

Verizon ScrumMaster: 2-day class for industry-standard Agile scrummaster role. 2018.

Agile Product Owner: 2-day class for industry-standard product owner role in Agile Scrum. 2018.

Clinton, O. et al. "**Critical Business Skills for Success.**" The Great Courses: Professional. 2015.

Kehoe, D. "**Effective Communication Skills.**" The Great Courses: Professional. 2013.

Awards

Recognizing You – Spotlight, 12/06/18, 07/18/18, 05/03/17, 12/08/16, 11/28/16, 10/25/16, 03/09/15, 03/06/15

Recognizing You – Simple Thanks, 04/10/18, 02/26/18, 12/20/17, 08/08/17

Customer Care Employee of the Quarter, 2Q15

Affiliations & Additional Information

Member, International Institute of Business Analysis™ (IIBA), NJ: Mar 2014 – Present

Self-employed, Property Manager: Market and maintain two to three residential rental apartments, Jan 2007 – Mar 2019