Don C. Shields, MBM

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Agile Analysis Certification (AAC/IIBA-BABOK Candidate 2020)

Certified Business Analysis Professional (CBAP/IIBA-BABOK Candidate 2020)

***“It takes both a smart and passionate individual to do what Don can do.”***

 ***~ Cameron Gull, Manager/Customer Experience, INL***

***“Don is a problem solver who is always looking for improvements …”***

 ***~ Jason Burbach, SVP of Risk Mgmt. & Open Lending***

SKILLS

* Agile Methodologies
* Agile Project Management
* Software Development Life Cycle (SDLC)
* User Stories, Personas, UAT & QAT
* KPI Dashboards & Scorecards
* Business Requirements Documentation (BRD) & Analysis
* Business processes & enhancement, workflow diagrams & mapping
* Enterprise experience
* Financial Reporting & Ad-Hoc

**WORK HISTORY**

**IDAHO NATIONAL LABORATORY:** Idaho Falls, ID **(**Agree Technologies) *05/2019 to 09/2019*

*Sr. Business Analyst {System: 0365-TEAMS/Sharepoint}*

Planned, elicited, analyzed, and documented business requirements via Agile philosophy/methodology frameworks. Wrote user stories, constructed wireframes, data/process flow diagrams, and performed root-cause analysis. Collaborated with agile software development teams to develop user test plans/cases (QAT, QAC, UAT). Communicated ideas to C-Level executives, business stakeholders, and development teams. Prepared implementation plans/projects utilizing client processes and frameworks.

* Selected as a committee member for a new Enterprise system vendor selection.

**STATE OF TEXAS, HHSC:** Austin, TX (Sistema/Y&L consultant) *03/2019 to 04/2019*

*Business Analyst III - {System: O365 - Sharepoint}*

Acted as a liaison between State Staff and Vendors to translate operational and business requirements to vendors. Analyzed and reviewed complex deliverables such as project charters, business user requirements, and design documentation to ensure business requirements are met through product backlogs, burndowns and other Agile processes. Analyzed and wrote business requirements according to business specifications, and stakeholder needs. Effectively managed vendors in their efforts to properly prepare for the presentations and testing.

**MIDLANDS MGMT. GROUP:** OKC, OK *02/2018 to 04/2018*

*Business Analyst - {System: Legacy/Ready Desk}*

Collaborated with key stakeholders to define and identify business requirements. Adeptly navigated eight legacy databases, creating system requirements, Use Cases, and Personas/User Stories. Employed multiple agile methodologies within the SDLC.

* Reduced project backlog by 64%, from over 250 requirements to 95 requirements within 90 days.

**NCDF (National Community Development Fund):** Denver, CO *01/2017 to 11/2017*

*Business Analyst - {System: O365 - Sharepoint}*

Evaluated information gathered from multiple sources, reconciled conflicts, decomposed high-level information into details. Participated in peer reviews and inspections of requirements/documentation. Conducted tests or test planning sessions, some both technical/non-technical.

**BNY MELLON:** Dallas, TX (Modis) *01/2015 to 05/2016*

*Business Analyst II - {System: O365 - Sharepoint}*

Conducted metrics reporting, financial reporting, database re-structure, revamped policy/procedural writing, enhanced/streamlined all reports (ACCESS and EXCEL). Introduced planning, validation, and traceability (RTM) analysis to assist in rollouts/support.

* Served as the principal conduit (GNMA) for managing system requirements between the business units and software development team.
* Elicited business requirements from business users and was considered the subject matter expert (SME).

**DR HORTON:** Ft. Worth, TX (Apex Systems)*10/2014 to 01/2015*

*Operations Process Administrator - {System: JD Edwards}*

Provided production support to existing applications and guided the user community on best practices related to SOP. Involved in new implementation of application solutions, and in post-implementation support/maintenance of those same applications/processes.

**DART:** Dallas, TX *06/2010 to 11/2010*

*Revenue Control Finance Dept.-Business Analysis*

Analyzed and validated reports for Light Rail and Bus Ridership. This includes data scrubbing, developing/maintaining the Ridership databases. Created various Ridership special reports for executives. Executed daily operations to ensure timely/accurate financial distribution functions that including reconciliations, collection efforts of prepaid fare media, sales of monthly passes sold online, processing of cash applications, that improved business intelligence for areas of responsibility.

**REEF OIL/GAS EXPLORATION:** Richardson, TX*06/2008 to 07/2009*

*Consultant – Business Analyst (Technical role 25%, non-technical 75%)*

Reviewed, analyzed, and evaluated user needs to create systems solutions that support overall business strategies. Documented system requirements, defined scope and objectives, as well as assisted in the creation of system specifications that drive system development and implementation. Functioned as a liaison between IT dept., users, and all other business units to perform BRDs and RTMs.

**ACCENTURE:** Irving, TX *03/2004 to 11/2005*

*Business Analyst – Financial Operations {System: SAP}*

Coordinated/collected all Business Services/Practices requirements/metrics quarterly reporting. Provided value added financial analysis of key management reports and interpreted the results to internal customers.

* Provided input to design changes at quarterly and new financial year periods, analyzed monthly project costs in line with forecast.
* Served as a key contact ‘POINT MAN’ for project management – modifications and new project set up.

**NEIMAN MARCUS CORP:** Dallas, TX

*Debit Balance/Internal A/P Audit Supervisor {System: AS400/Oracle} 08/1999 to 08/2002*

***3 Promotions within Neiman Marcus Corp. from Aug 1999 to 2002***

Started as a Vendor Analyst, updated, reconciled 1/5 of all yearly problems in the A/P area. Promoted to Debit Balance coordinator worked with the DM Managers to bring up to speed or closure of debit balances at the EOM. Promoted to A/P audit role, worked with the Director of A/P on special projects, handled audited payments to vendors (billing, transactions) that occurred in the A/P department.

* Proposed/successfully merged the debit balance with the A/P audit role. Worked both positions simultaneously with an assistant.

**EDUCATION:**

**Master of Business Management & Ldrshp: Oklahoma City University:** Oklahoma City, OK: Dec 2007

Studied and lived in Copenhagen, Denmark for 2 ½ years.

* Magna Cum Laude Awarded (2006)

**Bachelor of Science in Business Administration: Oklahoma** **City University:** Oklahoma City, OK: May 1999

* Full scholarship athlete, Men’s Soccer Program ’94 - ‘98

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Cameron Gull (C) 865-414-3737, INL Trish Burkett, (C) 512-789-4522, State of Texas

Ralph Amijo (C) 303-907-6519, NCDF Shondra Williams, (C) 469-442-8973, BNY Mellon