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| **laura nditewoh**  BUSINESS ANALYST | 🕾 (469) 560-4004  **CHARLESTON,WV**  🖂nditewohlaura@gmail.com |

**professional Summary**

I am a dynamic IT Professional with over 6 years of experience analyzing business operations and supporting business solution software. Aiming to utilize my exceptional analytical and problem solving skills to foster operational excellence at any given environment I find myself. I possess excellent project management skills and am a dedicated team player, an expert in gathering, analyzing, designing, documenting and managing business and user requirements (both functional and non-functional) to determine the most effective business systems software to meet the needs of Stakeholders (through solid knowledge of the business and user requirements). I have the desire to learn and adapt to new technologies as am currently seeking a Business Analyst role in a growing company. Career supported by A BACHELOR IN BUSINESS ADMINISTRATION.

**Technical Skills**

**Applications:**  Microsoft Office Suite (MS Excel | MS Word |MS Access | MS PowerPoint | MS Outlook | MS Project | MS Visio | MS SharePoint).

**Documentations:** Business Requirements Document (BRD) | System Requirements Specifications (SRS) | User stories | Use case | Test Cases | Mockups | Prototypes | Wireframes | System Requirements Specifications (SRS) | UAT | User Manuals.

**Business Modeling:** Process flow Diagrams | Sequence Diagram | Activity Diagram

**SDLC:**  Scrum (Agile) | Waterfall

**Tools:** JIRA

**Operating systems:** Windows (7, 10, 16, 18 2000, XP, Vista) | Linux | UNIX.

**Big Data:**  ETL

**Languages:** HTML | SQL | Core Java | C#| ASP.Net

**Databases:** MySQL | Teradata | SQL Server

**Professional Experience**

**State of WV – Department of Health and Human Resources🟇Charleston, WV🟇April 2019 to Present**

**IT Business Analyst/Project Coordinator.**

* Work closely with project manager, project SME and developers to understand and document business processes and business needs for a CRM platform.
* Project coordination by providing strategic planning to identify organization business needs, create and deliver project status reports and updates as required.
* Define project objective, scope, detail work plans, schedules, project estimates and resources.
* Prepare meeting agenda and take meeting minutes that include attendees, deliverable, decisions made, action items, and follow up.
* Analyze and develop current state of business processes for as-is and To-be processes using Visio.
* Produce BRD, RTM and FSD for project from scratch to clearly capture business needs and capabilities.
* Help to define future state of business processes that leverage new technical capabilities for existing systems.
* Develop initial technical documentation for Developers while understanding their needs.
* Seek input and gather information from different stakeholders to document policies and various forms of technical documentation for multiple projects.
* Organize SharePoint content and structure data into SharePoint data, lists and pages.

**Platform ByPerscholas🟇Irving, TX🟇Sep2018 to Feb2019**

**Data Engineer/Business Analyst**

* Worked in teams and followed progress using Jira
* Followed agile methodology using scrum framework.
* Led daily scrums, sprint reviews, and planning meetings to ensure full team engagement.
* Extracted, scrubbed, and manipulated data using SQL & Java.
* Developed complex SQL queries for data-analysis and data extraction by utilizing knowledge of joins and understanding of database landscape.
* Developed and maintained internal databases, ad-hoc queries and reports.
* Imported data from different sources to Hive.
* Loaded data using Sqoop from MySQL RDBMS into Hadoop HDFS for data warehousing.
* Developed MapReduce jobs in Java for log analysis, analytics, and data cleansing.
* Performed big data processing using Hadoop, MapReduce, Sqoop and Oozie.

**JC Penney 🟇Arlington, TX🟇May 2017 to Sep 2018**

**Business Analyst**

* Partnered with business and technology stakeholders to capture and document as-is and to-be business processes, business needs, issues and challenges using a variety of analytical skills, techniques, and resources for complex a software solutions.
* Elicited and analyzed business and functional requirements and break those requirements down into user stories.
* Documented user stories into Jira, worked with product owner, scrum master and team to stock, groom and prioritize good product backlogs.
* Drafted agile epics and stories, and maintain backlog with high quality stories and acceptance criteria.
* Created clear, concise, and actionable acceptance criteria.
* Worked with agile development teams to deliver new features and enhancements.
* Participated in daily scrums, sprint reviews, and planning meetings to ensure full team engagement.
* Worked with the customers to support short and long-term release planning, leadership visibility, appropriate prioritization, and to keep work backlog healthy and prepared for execution.
* Conducted application testing of completed development work and coordinate with end-users for acceptance testing.
* Demonstrated software changes to customers, solicit feedback, and work with the development team to make improvements.
* Functioned as a leader on the project team and liaise between business users, software developers and testers, validation analysts, solution architects, and third-party vendors.

**ECO BANK🟇Bamenda Cameroon🟇March 2013 to April 2017**

**Associate Business Analyst**

* Participated in the full software development life Cycle for a business solution from requirement gathering, analysis, design, development and testing.
* Acted as a liaison between client and technical team by planning, conducting, and directing the analysis of a highly complex business problem to be solved with an automated system.
* Elicited, analyzed, and documented business functional and non functional requirements and processes.
* Worked closely with lead BA to document Business Requirements Document (BRD), Functional Specifications (FSD), wireframes, prototypes, Use Cases, and testing documents from scratch.
* Participated in the creation of use cases, Test Plan, Set up test environment, prepared and acquired test data.
* Performed analysis, review and assessment of user requirements, specifications and models for testability.
* Created and maintained SharePoint usernames, access rights and group permissions.
* Created test cases tracing back to requirements and design, execution of test cases and defect management.

**Education and certifications**

**Bachelors in Business Administration, University of Bamenda, Cameroon 2016.**

**Six Sigma Green Belt Certification.**

**Certified Scrum Master (CSM), International Scrum Institute 2019**

**References available upon request.**