Davina Robinson, PSM

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# Business Analyst/ Project Professional

Proven collaborative leader in motivating cross functional teams in multiple geographies for success. Intuitive and creative in translating customer needs into robust business solutions that maximize growth and profitability.

* **Business Analyst** with10-years of excellent Business Requirement Gathering, Business Analysis, Joint Application Development JAD sessions with clients and referring to accessible documentation and procedure.
* **Extensive background in information technology,** including experience in technical writing, training metrics, SLAs, SLEs, new technology implementation and user assisted testing (UAT).
* **Understands the development processes – SDLC methodology such as Waterfall, Agile, and RUP –** and very analytical with problem-solving and conflict resolution skills to help identify, communicate and resolve issues.

Skills & technical expertise

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| SDLC  SAP BW  Waterfall  ServiceNow  LAN/WAN  TIRKS, SOTS, BMP, CTP | Jira  Granite  Agile Scrum  Tableau  Provisioning  Telecom | Implementation  Circuit Design  SQL  Project Management  Requirements gathering  NORAD, FSO, SRM |

Professional Experience

## NTT Data Services - Plano, TX

Business Systems Analyst, 03/2019 to 03/2020

As a member of the Active Directory Account Management (ADAM) team, work closely with QA and Development team to clarify/understand functionality, and resolve issues on the Identity and Access Management (IAM) Project using Agile Scrum methodology.

### Key Duties:

Provide time estimates for the Identity and Access Management (IAM) Project related tasks.

Facilitate meetings with client to gather and document requirements and explore potential solutions.

Analyze and document client's business requirements and processes and communicate these requirements by constructing conceptual data and process models.

Develop user stories/ use cases. Upload to team SharePoint & Service Now when complete.

Create process maps/ process flow charts in Visio as well as create training manuals for new employee onboarding.

Creates test scenarios and develops test plans to be used in testing the business applications in order to verify that client requirements are incorporated in to the system design

Assisted in User Acceptance Testing (UAT) to ensure that all user requirements are captured.

## JP Morgan Chase & Co - Plano, TX

Business Analyst I, 09/2017 to 03/ 2019

As a team member of the Servicing Process Automation team, worked closely with business partners to identify opportunities for process improvements and leverage technology to automate and streamline existing processes. Digital transformation, Robotics & Process Automation RPA

### Key Duties:

Conduct impact analysis of technology changes on business processes and existing technology.

Create Implementation Plans & Managed the implementation of accepted recommendations.

Conduct Side by Sides and Time In Motion Studies. Create/update process maps.

Design and produce risk assessments & Business Requirement Documents.

Planned, designed and recommended opportunities for automation of business processes to improve and support business activities.

Create/ update Standard Operating Procedures (SOPs) to include new processes.

Tracked project tasks in Jira.

## cox communications - Sandy Springs, GA

Business Analyst II, 04/2015 - 05/2017

Performs feasibility analysis, scopes projects, and works with the project management team to prioritizes deliverables and negotiate on product functionalities to integrate with the Operational Support System (OSS).

### Key Duties:

Gathered Requirements, translated the requirements into specifications.

Extensive experience in developing Use Cases, creating Screen Mockups, conducting Gap Analysis and Impact, Analysis, SWOT analysis, Cost Benefit Analysis, Risk Analysis.

Partner with Solutions Architect to identify gaps and systems impacts during the Functional and System Requirements Specifications phase.

Used Agile Methodology to minimize risk by implementing software development in short time boxes or iterations.

Collaborated with developers to analyze testing results throughout the project.

## encompass community services — Santa Cruz, CA.

HR Business Process Analyst, 02/2014 – 02/2015

Responsible for leading HR process improvement projects; primarily responsible for developing new process designs and/or process improvements.

### Key Duties:

Participated in system upgrades by developing test plans and performing user acceptance testing (UAT) when implementing new on-line systems. Duties include writing detailed business requirements, business proposals for system upgrades.

Carried out complex assignments requiring working knowledge of re-engineering or enhancing business processes. This included working knowledge of industry standard analysis techniques such as use-cases, models, & diagrams.

Judgment included analyzing projects to estimate impact on the business, employees, and customers with the intention of finding the most equitable solutions for issues and problems. This helped to reduce company cost, improve customer service, provide information, improve processes, solve emergency issues, respond to business needs and implement new or changing technology.

Conduct internal customer needs assessments; analyzes costs; develop project plans for communications projects.

## ericsson, inc. — Plano, TX

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| Project Administrator II, 09/2012 to 11/ 2012 |  |

### Supported project team operations by preparing, coordinating, distributing and tracking contract documents and communications; contract administrator supports all field operations. Contract documents includes: plans and specifications; project bid packages; subcontracts; purchase orders; insurance certificates; and other project documents.

### Key Duties:

Identify the correct order, dependencies & interconnections of the specific work packages Establish baseline and forecast dates in Sitehandler.

Break down the project work into clearly defined work packages.

Use SDLC to enhance applications in an iterative manner while also allowing for the build and enhancement of the Business Support System (BSS) platform that is fully compliant with the customer’s needs.

## psa healthcare - Dallas, TX

Project Manager – Human Resources, 02/2009 to 02/2012

Responsible for the overall direction, coordination, implementation, execution, control and completion of specific projects ensuring consistency with company strategy, commitments and goals**.**

## Verizon business - Irving, TX

Business Analyst, 06/2007 to 11/2008

Responsible for gathering business and functional requirements, supporting integration testing, work with business and IT groups through all phases of the SDLC.

## AT&T - Dallas, TX

Network Integration Manager, 09/2005 - 06/2007

Analyzed automation fallout, testing, and maintenance process.

Education & Certifications

## Southern New Hampshire university — Manchester, NH

B.S. Data Analytics, 2021

**Professional Scrum Master Certification –** November 2019

**CyberArk Trustee Certification** – May 2019

**Product Owner** – December 2018

**PMP Certification** – Credentials Pending