

Keira Wulfe

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PROFESSIONAL SUMMARY

Five years of experience in the tech industry working with business analysis, reporting, product ownership, change management, and project management in a SaaS environment. I am an individual that has worked with setting up teams, writing and updating documentation, and improving department work efficiency through process improvement. I worked with customers as a project manager, a development team as a product owner, and also a change manager. Having a wide array of skills has allowed me to excel in all of my roles.

SKILLS

Requirements Gathering, Sprint Ceremonies, Agile Methodologies, SSRS, SSIS, Power BI, TFS, Excel, SQL, , Balsimiq Mockups, UX Design, Resource Management, Jira, Azure Devops, ServiceNow, Microsoft Office Suite, Microsoft Project, Sharepoint, Visio, Budget Control

PROFESSIONAL EXPERIENCE

CorVel Corporation

November 2018 - April 2020

Reporting Analyst

- Performed sprint ceremonies including but not limited to daily stand ups, backlog grooming, sprint planning, and sprint retrospective
- Gathered requirements from end users and stakeholders in order to fill out product backlog items and user stories
- Managed the timeline and resource planning in order to meet deadlines
- Effectively created and facilitated cross functional teams to meet the demands of each stage of the product life cycle
- Created training material for product releases and maintained contact with internal and external customers to assist with training and questions after release
- Ran reports based on SLAs and reduced the ad-hoc report queue by analyzing requests and then generating them out of SQL on a case-by-case basis
- Created reports using excel and PowerPoint to provide customers an overview of data which included charts and raw data
- Analyzed data to identify outliers and opportunities for improvements
- Modified and created reports using SSRS and SSIS
- Used Balsamix and Excel to generate UX design for different products

Symbeo, A Corvel Corporation

October 2014 - November 2018

Implementation Team Lead

- Managed the implementation department which included process and policy review and updates, creating technical documentation and user manuals, training departments when needed, performing 1:1's, managing team meetings, and working on projects, changes, and product ownership tasks.

- Worked with internal and external customers to review projects. This included holding customer meetings and stakeholder meetings, gathering requirements, budget review, scope assessment, return on investment reports, timeline scheduling, training, and generating any additional documentation as requested.
- Configured and tested rules engine when additional support for ongoing projects and also post-live change requests
- Managed escalations and coordination of changes by managing customer expectations, performing cost-benefit analysis and confirmation, generating timelines based on current resources, working with customers to act as a focal point of communication for testing and deployments, and working with multiple departments for implementation, testing, and delivery
- Updated the change process to be more efficient by creating a change acceptance board, updating forms and processes to be in line with ITIL, and working with multiple teams to update the workflow. This also involved creating dashboards that reflected priorities and work states
- Created dashboards in ServiceNow and Team Foundation Server (Azure Devops) that reviewed incoming work, ongoing work, available resources, and provided a burn-down of the week
- Generated roadmaps for product development items and provided expectations around assigned resources
- Worked with stakeholders and end-users to gather requirements and user stories which were then broken down into epics, features, and user stories. and then setting up sprint ceremonies for the team
- Acted as the point of contact between stakeholders and product development teams
- Performed sprint ceremonies which included daily standups, sprint planning, backlog grooming, sprint retrospectives, and working with associated parties to remove roadblocks
- Performed bi-annual audits for the IT department by researching, working with, and meeting outside auditor's standards then providing them to involved parties

Xerox

January 2014 - July 2014

Call Center Representative

- Performed billing review, account issue resolution, and technical support based on customer needs

Castle Megastore

December 2007 - October 2013

Assistant Manager

- Processed POS transactions that included cash, debit & credit, and refunds
- Maintained inventory and addressed order needs as well as managed stock in order to stay up to date with new products
- Promoted customer loyalty and consistent sales by providing friendly service and knowledgeable assistance
- Performed B2B guerrilla marketing by working with other business to establish relationships and promotional deals that benefited both parties
- Trained employees to interact with customers, perform sales, and provided 1:1 reviews.

EDUCATION

Western Governor's University, General Coursework, No Degree, 2013 - 2017