

# JENNIFER O. UKEGBU, CPA\*, CSM

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## EDUCATION

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### University of Maryland College Park, Robert H. Smith School of Business

*Bachelor of Science, Accounting (151 credits) || Tau Sigma Distinction & Business Law Fellows Certificate*

### Montgomery College

*Certificate of Completion, Software Engineering {Java, CSS & HTML using Bootstrap, Spring Boot, Heroku, SQL, GitHub, Python}*

## CERTIFICATIONS

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**Certified Public Accountant (CPA)** {AUD/BEC—PASS}

**Completed:** Cloud Foundations | Certified Scrum Master

**In progress:** ITIL | ITSM | Cloud {AWS, Azure} | Linux Foundations |

## SKILLS & PROFICIENCIES

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SAP | Inuit Tax System | Caseware | Gosystem Tax | Salesforce | Microsoft Dynamics SL | Drake Tax software | QuickBooks | Adobe Creative Suite (XD, InDesign) | Office 360 (Word, Excel, PowerPoint, Visio) | Planning Center Online | GAP Analysis | Agile (SCRUM) | Waterfall | Kanban | EDI | Epic | User Stories | Balsamiq | Process Mapping | Project Management (Process Improvement) | Requirements Gathering | Power BI | Jira | Notion | Asana |

## WORK EXPERIENCE

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### IT Business Analyst

Washington, DC

Usite Tech

2019-Pres

- Review & evaluate business systems, user needs, and organizations vision to identify and document system process flows
- Utilize SDLC process to monitor projects using Agile (SCRUM) methodology
- Clearly articulate requirements and acceptance criteria to appropriate stakeholders (i.e., Software Engineers, Engineering Manager, etc.)
- Author and document process flows, mockups user stories, epics and features using draw.io, github, Microsoft Visio, Adobe XD
- Understand high-level customer needs by conducting & attending product backlog grooming sessions
- Provide insight of EDI (Electronic Data Interchange) {200s, 800s, 997, 999}
- Assisted in team development while holding teams accountable for their commitments and leveraging organizational resources to improve capacity for project work increasing the average time to deliver new features by 15%
- Supported the product owner in managing customer expectations for project deliverables and managed internal stakeholder communications resulting in a 21% increase in customer engagement with new features
- Promoted empowerment of the team and encouraged a sustainable pace with high-levels of quality for the team which improved employee retention by 7%

### Agile Scrum Master

Washington, DC

Lumara Inc

2019-2021

- Continually refined and evolved agile processes for software delivery resulting in hitting 99% of project deadlines
- Worked closely with product management and technical stakeholders to clarify schedule, status, project details
- Effectively collaborated with others to remove delivery team roadblocks Remove obstacles for developers and testers
- Managed sprint backlog items, tasks, and all scrum boards (physical or virtual); led teams efforts towards continuous improvement
- Gathered and updated project materials, completing budgeting, forecasting, project documentation, business flows, and lessons learned documents
- Coordinated all Scrum Ceremonies: Sprint Planning, Daily Standups, Sprint retrospectives, Sprint Demos, Story Grooming, and Release Planning

### Lead Business Analyst

New York, NY

Arkatecht

2016-2019

- Developed UAT materials and led detailed design meetings with developers, UI/UX teams, solution architects, QA testing, and core project members to ensure requirements are executed according to business needs
- Facilitated JAD sessions consisting of extensive brainstorming sessions, capturing and clarifying requirements, and daily stand-up meetings using WebEx, Skype and Microsoft Teams.
- Elicited requirements using interviews, document analysis, requirements workshops, surveys and client site visits
- Identified business needs and analytics while producing deliverables such as process flow charts, mock-up screens, use case diagrams, Business Requirements Documents (BRDs).