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| Elsa Flick  1510 Ponds Edge Drive, Allen, Texas 75013 · (469)360-4694  [elsa.flick@gmail.com](mailto:elsa.flick@gmail.com) · <https://www.linkedin.com/in/elsasmith/> |
| Business Analyst and Quality Assurance Professional with over 20 years in information technology. United States Citizen fluent in both English and Spanish with MBI Security Clearance. A Creative Thinker with an effective way to communicate to problem solve and present new solutions. Liaison between business customer and IT to develop requirements as well as business process definition.  **ACCOMPLISHMENTS**  Supported various Software Product Launches on time and to budget including Mobile, Cloud, Sales, CRM, Finance, HR and Tax.  Mentored team members in various roles including new employee orientation and cross training.  Gained acceptance for proposed solutions and business cases with technical and business leaders.  Encouraged others to work cooperatively through excellent teamwork skills as Valuable Team Member.  Led analysis process to produce and verify high quality requirements using analysis tools.  Built highly motivated and cross-functional teams in a fast-paced environment.  Effective and detail-oriented bi-lingual communicator. Connected business and technical users to applications and procedures and provided timely feedback to project timeline. |

# Experience

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| May 2019 – MAY 2020Senior Business Analyst / QA Analystbank of america Contributed to Mobile Device and Web based Application projects with lead role in Spanish language interfaces and implementations in Apple IoS & Android. This resulted in Spanish speaking on-line customers to achieve secure access, single sign-on and a seamless banking experience.  Wrote and executed QA test plans against Spanish language scripts and release plans.  Performed various regression & quality processes for critical applications release on mobile.  Validated business requirements into technical solutions to performance specifications.    Detected substandard products and make recommendations to ensure no reoccurrence. |
| **Environment:** SCRUM-Waterfall / Agile, ALM, Rally, Jira, Splunk, Mobile based applications |
| September  2014 – May 2019Senior Business Analyst / QA AnalystGlobeLife Participated in various custom web interface and mobile Application projects such as Salesforce, and Finance to greatly optimize sales agent productivity and effectiveness in the field resulting in more sales per agent and increased revenue.  Acted as liaison between IT and the business units professionally communicating requirements and improving test coverage.  Facilitated design meetings and demos providing Data flows diagrams, prototypes and mockups.  Identified and facilitated issue resolution with functional and technical groups. Wrote clear and effective functional requirements and supporting documentation.  Ensured that technical solutions matched functional requirements throughout project lifecycle.    Created and reviewed use cases and test scenarios to describe the sequence of interactions necessary to deliver the functionality that satisfies the requirements.  Supported the bilingual English/Spanish translation of projects (CE3, SalesForce, Marketing).  **Environment:** SCRUM-Waterfall / Agile, MTM, Web based applications, SQL |
| January 2011 – July 2014Senior Business Analyst - IRS ICCE ProjectLockheed Martin Delivered Tax topics, IROFOF, FSA-D, Refund Phone and Transcript Phone in a timely manner with high degree of quality addressing functional/non-functional requirements and test processes.  Supported Americans with Disability Act (ADA) and Section 508 of the Rehabilitation Act testing.  Updated the Requirements Traceability Verification Matrix (RTVM) for traceability.  Ensured all Spanish requirements were met and created/executed.  Accessed Clear Quest to create, update, track and close defects for projects.  Completed Agile Certification Course and supported team members with Agile methodology.  Documented and validated all issues/defects found during testing are properly recorded, documented and tracked through closure during the defect process.  Reviewed business processes and identified opportunities and strategies to improve efficiency.  **Environmen**t: Jaws, Dragon, Zoom text, Windows, Macintosh, and UNIX (Sun Solaris), Agile, Web based apps, Rational, ClearQuest, Oracle, SQL, XML, VMWARE August 2008 to January 2011Senior Software Quality Assurance / Business AnalystInterstate batteries Participated in design reviews and analyzed documentation while leading software testing  Developed, reviewed and executed test plans to ensure a 98% accuracy rating  Developed and monitored work plans, provide status, and report problems to management in a timely manner  Assisted with training of other team members while assuring customer satisfaction  Organized, participated and conducted test plans walk-throughs of peers and subordinates  Worked with Technical and Business Analysts and users in problem solving and requirements  Built and maintained relationship with customers, both internal and external  Presented reporting of automation progress while supplying custom reporting when applicable  **Environmen**t: Agile, MSCRM system, HP Quality Center, Prototype Composer, Oracle 8i, 9i, 10g, SQL server 2000 and 2005, SAP, XML, Windows, VMWARE, EONE JD EDWARDS   March 2003 to June 2008Senior Software Quality Assurance Testing SpecialistAquire, inc. Participated in developing and enforcing testing standards  Assumed Team Lead roles for various projects and mentored junior QA Testers  Tracked, recorded and tested Compuware Application Reliability Solution (CARS), QA Director  Discovered and mitigated risk based on methodology  Worked closely with Support and Development duplicating and testing fixes for customer patch releases  Performed manual testing on different modules of Web Applications and Web Services  Executed and reported results of automated scripts in test management tools  **Environmen**t: Agile, MSCRM system, Onyx, Compuware Suite (QA Director, Track Record, Test Partner, CARS work bench), Oracle 8i, 9i, 10g, SQL server 2000 and 2005, SAP, XML, Windows (2000, 2003, NT, XP, Vista), WinRunner, VMWARE Prior Work Experience: GENESYS GROUP, Richardson, Texas October 2001 to March 2003  Software Quality Assurance Engineer for Wyndham International  DAVOX CORPORATION, Richardson, Texas November 1999 to October 2001  Software Quality Assurance Engineer  IEX / TEKELEC CORPORATION, Richardson, Texas February 1997 - October 1999  Software Quality Assurance Engineer  ALGO COMMUNICATIONS CORP, Dallas, Texas February 1996 - February 1997  Technical Support Representative  TOULOUSE LAUTREC INSTITUTE, Lima, Peru September 1989 - September 1992  Systems Analyst/Manager of Information Systems department |
| **SOFTWARE & HARDWARE SKILLS**   1. 508 Compliance Software (Jaws, Dragon, Zoom text), Windows (2000, NT, XP, Vista, Server 2003), Macintosh, and UNIX (Sun Solaris) 2. Oracle, DB2, ODBC, Access, SQL 2000/2005, PeopleSoft, SAP, Informix, Crystal Reports, TOAD 3. MS Office, MS-Project, MS-Visio, AutoCAD, PageMaker, VMWARE, 4. Knowledge of telephony PBX switches and routing technology systems 5. Certified CTI Administrator in Rockwell Spectrum 7 switches and telescripts 6. Protocols and technologies Voice Over IP, SIP, DSP, VPN, PBX, Gateway protocols 7. Networking experience with TCP/IP protocols, LAN setup, Routers, Ethernet, Client-Server 8. Various Automated testing tools experience: Selenium, Mercury (Test Director, Quick Test Professional (QTP), WinRunner, Quality Center, Load Runner); Compuware Suite QADirector; CARS; Rational R Silk; Hammer Call Analyzer, Microsoft Visual Studio (Test Manager / Center) 9. Virtual Machine use and management |

# Education

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| Lima, Peru, 1988 **Bachelor of Science in Computers and Information Systems**  **Cum Laude**  Instituto Superior de Informatica y Sistemas (SISE) |

# Activities

Leukemia & Lymphoma Society volunteer and fund raiser

Zumba, Yoga, ballet and physical fitness

Travel, culture and the arts