Amanda M. Bennett

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PROFESSIONAL SUMMARY

I am driven to deliver results through the use of key analysis, organizational, communication, and documentation skills. It is my passion to leverage business analyst, product owner, project manager, and leadership experience with a team-player attitude to add value. (IIBA and IIBA Central Indiana chapter member. Pronouns: she/her/hers.)

CREDENTIALS

- April 2019 - International Institute of Business Analysis (IIBA) Entry Certificate of Business Analysis (ECBA)
- March 2020 - University of Texas (UT) Center for Professional Education (CPE) Certificate of Business Analysis
- December 2020 – Epic HIM Hospital Coding Certification
- January 2021 – Epic Identity Certification

PROFESSIONAL EXPERIENCE

Sedgwick – Business Analyst   *May 2021 – present*

- For client product recall websites (informational, registration, communications, photo validation, fulfillment) and internal business processes/tools (billing; crisis and customer management; data load):
  - Elicit, confirm, analyze, document, and manage requirements
  - Develop test plan(s) and test cases for UAT
  - Conduct informal/BA testing
  - Develop communications to users (for internal business tool projects)
  - Support UAT & deployments
- Manage monthly updates for USPS Melissa Data used for client websites and customer communications
- Proposed and updated BA documentation templates

Franciscan Alliance – Application Business Analyst III   *October 2020 – May 2021*

- Executed business analysis to ensure efficacy of Epic configurations (i.e., coding validation check rules)
- Created, analyzed, and enhanced process documentation for Application Business Analyst team
- Administered 3M™ 360 Encompass system configuration
- Created, ran, and reviewed reports for patient chart corrections
- Assessed potential duplicate patient records and flag true duplicates for merging

BNSF Railway – Business Analyst   *June 2019 – April 2020*

- Improved financial reporting by $3M through the analysis, improvement, and documentation of the timesheet notification plan to encourage on-time timesheet submissions
- Analyzed and improved PMO change, risk, and issue processes, resulting in quicker approvals and fewer emails
- Developed, updated, verified, and published 235+ pages of in-house PMO reference and training material to increase knowledge and awareness regarding project and resource management processes and guidelines
- Standardized templates and accompanying guides to aid PMs in adjusting to the new PMO framework

Mouser Electronics – Business Analyst   *June 2016 – May 2019*

- Elicited, confirmed, analyzed, documented, and managed requirements for the following projects:
  - Responsive redesign of the header and home page across 4 breakpoints, dozens of domains, 3 header types, JavaScript on/off, and 18 languages
  - Redesign of the content management system, resulting in consolidated forms, single-sourced content, and an 80% increase in content creation process efficiency
  - Localized invoicing in Japan, increasing sales from Japan
  - Responsive redesign and standardization of 700+ supplier landing pages, creating a more consistent user experience

- Analyzed and documented the following systems to serve as internal bodies of knowledge for future related projects: Translations and the Help Center

Lockheed Martin   *February 2009 – March 2016*
Project Engineer Senior
- Supervised 22 interns across several directorates for the AeroIT summer intern program
- Retired 800 applications in a server farm, migrating 35% more than planned and completing 2 months early
- Led the migration of 350 applications across 5 platforms from old infrastructure to the new data center
- Delivered multiple sessions of the Systems Architecture Fundamentals course for 50 participants
- Coordinated 150 volunteers for Code Quest, a programming event for local high school students

Information Systems Leadership Development Program Participant
IS&GS CTO Engineering
- Analyzed and reported on a $1.3M budget for the CTO
- Planned annual 2013 budget to forecast labor and non-labor expenses
- Published quarterly financial scorecards to demonstrate value-add and highlight at-risk budgets
IS&GS Information Systems Architect (ISA) Program
- Processed 83 new applications for Qualified architects; and 17 re-certification applications for Advanced and Master architects
- Managed memberships, mentorships, and communications
- Planned monthly events
Enhanced Security Initiative (ESI) Program
- Managed changes, risks, opportunities, and work authorization documents for 6 projects
- Implemented and managed a lessons learned tool

SOFT SKILLS
- Communication (written, verbal, publication, & presentation)
- Working Remotely
- Listening
- Dedication
- Change Management
- Results-oriented
- Persistence
- Change Enthusiasm
- Eagerness to Learn
- Critical Thinking
- Research
- Leadership
- Employee Development
- Problem Solving
- Troubleshooting
- Emotional Intelligence
- Team-oriented

TECHNICAL SKILLS
- Waterfall & Agile Methodologies
- Sprint Demonstrations
- Working Virtually
- IT, Aero/Defense, E-commerce, Insurance, Transportation & Health Care Industry Experience
- Excel Formulae & Pivot Tables
- Web, User, & Customer Experience
- User Acceptance & Quality Assurance Testing
- Process Analysis & Improvement
- IT Service Management (ITSM)
- Organization & Time Management
- Project Management
- Risk, Issue, & Change Management
- Business & Technical Acumen
- Relational Database Management
- Data Reporting & Visualization (Tableau, Google Analytics)
- Requirements Elicitation & Management
- Content Translations Management

TOOLS
- Microsoft Office, Outlook, Project, & Visio
- Microsoft Team Foundation Server (TFS)
- Microsoft Teams
- Microsoft SharePoint
- WordPress
- Azure DevOps
- Wix
- Atlassian Confluence
- Atlassian Jira
- IBM Rational DOORS

- BMC Remedy Service Management
- Epic
- ITIL
- Twist
- Trello
- Tableau
- Google Analytics (GA)
- CollabNet VersionOne
- Realtime Board
- Planview Enterprise One Portfolio & Resource Management (PRM)

DELIVERABLES

- Business Requirements Document (BRD)
- Software Requirements Specification (SRS)
- Solutions Document
- Requirements Management Plans
- User Stories, Use Cases, Use Case Diagrams
- Requirements Traceability & Verification Matrix
- Test Cases & Test Plans

PROGRAMMING LANGUAGES

- .NET
- ASP.NET
- C#
- CSS
- HTML
- Java
- JSP
- PERL
- PHP
- Power Shell
- SQL
- Unix Shell

EDUCATION

- Pennsylvania State University, College of Information Sciences & Technology (May 2013)
  M.S. in Information Sciences & Technology with a focus in Software Development
- Purdue University, College of Technology (December 2008)
  B.S. in Computer & Information Technology with a focus in Network Engineering Technology
  Minor in Organizational Leadership & Supervision