**EDVINA BEGANOVIC**

**Business Analyst Consultant**

**Edvina.ebeganovic@gmail.com**

**904- 962- 6291**

Committed and dedicated Business Analyst with 4+ years of experience meeting with Stakeholders, gathering Business Requirements and serving as a liaison between the IT team and Business. I am currently looking for the opportunity to further enhance my skills as a Business Analyst.

**Professional Experience:**

***American Express, Jacksonville, FL May 2021 – Present***

**Business Analyst**

* Facilitated Joint Application Development (JAD) Sessions with line of business and technical team to capture business requirements
* Followed step-by-step progression projects by completing all assigned tasks and provided comments on tasks through agile methodology using Jira
* Worked as a Business Analyst to support and coordinate various initiatives
* Supported the assigned Business area by being a liaison to the stakeholders and IT team
* Wrote requirements collected from round table discussions and weekly status meetings to produce proper user stories and acceptance criteria
* Engaged in Daily stand up, Sprint Planning, Sprint Review, and Sprint Retrospective Meetings
* Managed the day-to-day aspects of critical tasks and worked closely with the IT teams to schedule, plan, manage dependencies and identify risks
* Assisted IT team with UAT testing to ensure project is defect-free
* Managed working with both offshore and onshore teams by ensuring they have full clarity and understanding of business requirements and acceptance criteria
* Created masked accounts to protect Cardholders and ensure all compliance rules are followed
* Maintained confidentiality of extremely sensitive and proprietary information
* Created payment Flowchart from various programs to ensure proper flow of customer journey
* Served as a SME on cross-functional teams to support the team in the banking domain
* Performed as a strong team player with excellent interpersonal, written and oral communication skills
* Ability to motivate and successfully drive team members to reach project goals and deadlines

***Metro Plus Health, New York, New York (Remote) January 2019 – April 2021***

**Business Analyst**

* Followed step-by-step progression of the project by completing all assigned tasks and provided comments on tasks completed
* Created Use Cases and User Stories with Acceptance Criteria and utilized JIRA to manage the requirements
* Helped team transition from Waterfall to Agile environment
* Designed various depictions using Visio and Excel to show visual representation of the online platform
* Provided continues support using JIRA to provide software enhancements, bug fixes and mandated changes while keeping the integrity of the system
* Acted as team leader, reviewing the analysis of co-workers to eliminate any discrepancies before sending data out to the customers
* Modeled the proposed application by creating workflow diagrams and wireframes that best meet the user requirements and feasible for QA and Dev team
* Ensured team members adhered to data management and privacy policies and standards
* Helped resolve audit issues or bugs identified by IT team
* Performed system setup and maintenance as required by clients’ needs and project plan specifications
* Completed technical tasks for client implementations, renewals, and ongoing benefits administration
* Produced list specifications for new programs or modifications to existing programs per client requirements
* Interacted with internal and external clients to gather business requirements to develop technical and functional design specifications

**Technical Skills:**

* Software: Microsoft Word, Microsoft Excel, PowerPoint, Outlook, MS Visio, Axure RP
* Environment: JIRA, Rally, SCRUM, Agile, Waterfall

**Education:**

* University of North Florida, Jacksonville, FL