**Erika M. O’Neill**

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**Summary:** A skillful and accomplished software analyst that understands the multiple facets of software development and implementation. Particularly inclined towards meeting goals and objectives in software projects. Especially detail oriented and organized in time management. Adept in analysis of business and functional requirements. Knowledge of balancing constraints to produce a quality product to the customer.

**Skills:**

* Program Increment (PI) planning
* Scrum methodology of software development and product backlog grooming
* Business Analysis
* Experienced Senior Quality Assurance Analyst in Agile and Waterfall
* QA Technical Consultant - leader, mentor, and trainer to QA staff
* Quality Assurance Analyst involved in the Veterans Administration Project Management Accountability System (PMAS) processes and ProPath artifact conformance to complete IT contracts
* Requirement elicitation and analysis
* Participates in RFI\RFP proposal processes
* Ability to identify risk in quality and timeline
* Interdepartmental interaction, planning, and communication with Product Line Management, Information Technology, Development, and Marketing for various projects
* Understanding of major domains of information security and the security principles of confidentiality, integrity, and availability

**Certifications\Training:**

* MS Excel Beginning – Advanced 2023 (Udemy)
* MS Visio “Like a Boss” – The Definitive Course (Udemy)
* Certified Scrum Master
* Certified Health Level 7 (HL7) Control Specialist version 2.5/2.6
* HL7 Version 3 training
* A+ Certified
* Certified Information Systems Security Professional (CISSP) training
* Business Intelligence training with SharePoint

**Process/Training**:

* System\Software Development Life Cycle
* Scrum\Lean Agile
* Six Sigma Greenbelt training

**Database:**

* SQL Server 2008
* VistA Fileman

**Tools**:

* JIRA
* Azure DevOps
* Confluence
* Figma
* ServiceNow
* Postman
* Swagger
* MS Office
* MS Team Foundation Server
* HP Quality Center
* SharePoint
* SupportWorks
* RallyDev
* Rational ClearQuest
* Visual Studio Test Edition

**Work Experience:**

August 2023 – October 2023 Site Impact, Coconut Creek, FL

**Business Analyst**

* Support of the Product Development team in a start-up project for a reporting tool in the Digital Marketing domain
* Define Acceptance Criteria for bugs found by the offshore Quality Assurance team
* Perform UAT for bugs and stories in sprints
* Perform testing to flesh out bugs and prepare for the product backlog

May 2023 – July 2023 Johnson Controls, Boca Raton, FL

**Business Analyst**

* Gather requirements from internal stakeholders to enhance Power BI dashboards and reports based on financial and person metrics and KPIs from various sources within the organization
* Gather business requirements for various web and mobile applications from internal stakeholders to articulate into user stories and acceptance criteria for Jira and DevOps
* Scrum master on web and mobile application team working with offshore and onshore team members to manage development, maintenance, and Oracle support tickets and enhancements for multiple releases into Production

October 2022 – January 2023 AssistRx, Orlando, FL

**Business Analyst**

* Gather requirements from internal stakeholders to build workflows for User Interface mockups in various pharmacy applications
* Create JIRA epics and stories to align with the workflows and mockups

May 2022 – August 2022 TekSystems/NextEra Energy, Juno Beach, FL

**Scrum Master/Sr. Business Analyst**

* Gather requirements from internal stakeholders to customize and build workflows for applications that are managed in the ServiceNow IT ticketing platform
* Manage the scrum team in Jira in 2-week sprints while performing all scrum ceremonies including daily stand-ups, retrospectives, and backlog grooming

November 2015 – March 2022 **MatrixCare, Inc. – Coral Springs, FL**

**Business Analyst**

* Business Analyst working with multiple teams to incorporate and improve data integration from internal and external source system providers including the Carequality Interoperability framework to be parsed, saved, and displayed in two web portals for providers and patients
* Create, review, and edit documentation including Release Notes and presentations for internal and client facing demos and training purposes
* Review and incorporate feedback from clients to improve product usefulness and proficiency
* Implementation of new clients within 45 day pilot programs before general availability of the web platform for an EHR/PHR
* Product backlog grooming within a Scrum software development team in two week sprint cycles
* User story development and Acceptance Criteria to provide a minimum marketable product to the customer
* Analysis of software to provide demonstration and functional requirements to software developers and quality assurance analysts
* Translate requirements from pre-defined schemas to comply with an Interoperability program connecting all business units throughout MatrixCare into one software platform
* Verify data elements for use in a RESTful API and confirm bidirectional functionality between the API and software product
* Contribute to continuous process improvement of the team through product backlog refinement, daily scrum, and retrospective meetings

February 2010 – Nov. 2015 **DSS, Inc. – Juno Beach, FL**

**Business Analyst/Quality Assurance Technical Consultant**/**Senior** **Quality Assurance Analyst**

* Gap analysis for HL7 integration solution with partner company. Analysis provided to Sales, Development, and the Business Analysis team.
* Research vendor solutions for Electronic Prescribing of Controlled Substances (EPCS) and Two-factor authentication (2FA). Analysis provided to internal stakeholders which are Product Management, Development, and the Business Analysis team.
* Senior QA Analyst on multiple software projects utilizing Agile/Scrum methodologies. Active team member in Sprint Planning sessions to review acceptance criteria and provide estimates; “Show and Tell,” to demonstrate the Minimally Marketable Product to project stakeholders; and Release Readiness reviews.
* Performed a Business Analyst/Subject Matter Expert role to coordinate between a partner company, Product Line Management, and Development to assist with designing and documenting product requirements for enhancements.
* Write and edit Master Test Plans and updates to various product manuals. Assisted the DSS and prime contractor project managers in writing various ProPath documents used for completing project timelines in the Veterans Administration PMAS process.
* Writer and Reviewer on multiple RFP/RFI’s. Provide input for Level of Effort (LOE) for various bids. Assist the QA department with technical questions. Lead for QA SharePoint Knowledgebase implementation.
* HL7 Subject Matter Expert role on Veterans Administration contract HL7 Messaging Administration and Repository Maintenance. Requirements elicitation, tool Decision, Analysis, and Reporting (DAR), and Request for Information (RFI)s conducted. Input into SharePoint design and documentation of use cases for the Contracting Officer Representative (COR). Validation of functionality and testing of SharePoint enhancements conducted with the SharePoint developer and the HL7 technical analyst\project manager.
* Assisted the Director of Quality Assurance on RFI/RFP’s with technical writing for sections pertaining to Quality Assurance and testing. Attended Kick-off, Red and Gold Team review, and New Opportunity meetings.
* Design and execute functional and regression tests for enhancements and defects for all products in Quality Center.
* Work with Product Line Management, partner companies, and developers on daily basis to analyze and troubleshoot issues with all aspects of product quality.
* Review supporting documentation of the products including version and release notes, installation guide, and patch descriptions.

June 2007-February 2010 **Campus Management -** *Boca Raton, FL*

**Quality Assurance Analyst II**

* Manual software tester on an enterprise college administration product.
* Design and execute functional tests for enhancements and defects. Planned and conducted System and Regression testing.
* Fast-paced local and offshore environment. Testing executed on two or more branches of code each quarter. Assisted project management and QA managers with maintaining consistent communication and planning between the analysts in India and Boca Raton to ensure product quality.
* Daily interaction with team members in all phases of the SDLC process which included business and requirements analysts, developers, project managers, and technical writers.
* SQL data validation
* Review and edit Help documents and release notes.
* Level 2 CMMI processes and documentation incorporated and utilized by the organization

January 2007-May 2007 **S&H Solutions -** *Delray Beach, FL*

**Quality Assurance**

* Executed test scripts for a loyalty marketing service to verify promotions and point allocations are correct in order for consumers to gain offers and rewards.
* Tested all components of the software functionality on Linux and Fedora to integrate cash register hardware.

April 2001-December 2006 **GE Security -** *Boca Raton, FL*

**Test Engineer**

* Designed and executed test cases in an agile, iterative development cycle for enterprise class access control security software developed in Microsoft .Net.
* Test scripts written based on marketing requirements rolled into stories.
* Domain knowledge of access control systems in Windows and UNIX.
* SQL Server with and without replication.
* Tested command and control on video hardware.
* Tested firmware functionality for access control panel hardware
* Wiring and reconfiguring of various micro controller panel hardware including badge reader integration boards
* Translate and analyze hex code to binary.
* Planned and executed system, regression, integration and acceptance testing.
* Configure lab test environment for basic Windows networking for client/server configuration over TCP/IP; communication with SQL servers (failover, regional); backup, restore, and reinstall SQL databases and Windows servers; setup panel hardware via serial direct RS-232, CAT 5, and modem communication.
* Proficient in StarComm modem configuration and troubleshooting communication in Windows
* Interacted daily with engineering teams to produce test cases, review documentation, conduct training, and configure system setup.
* QA team lead for access control panel firmware project for the Windows Enterprise product
* Maintain and report and team status, and plan the future testing.
* Participated in the Lean Six Sigma project planning.

September 1998-April 2001 **GE Security -** *Boca Raton, FL*

**Technical Support Engineer**

* Provided technical support for a Windows access control product in an ACD call center environment.
* Support Windows Client/Server software configuration.
* Troubleshoot windows connections for TCP/IP and panel setup over TCP/IP, serial, or modem communications.
* Troubleshoot door and reader hardware (proximity, bar code, wiegand).
* Basic network configuration and permissions in Windows environment over TCP/IP.

December 1993-June 1998 **New Horizons Computer Learning Center** -*Livonia, MI*

**Administrative Assistant - Resources and Training**

* Provided the sales team with course information and scheduling.
* Coordinated class schedules for 70 instructors.
* Facilitated course changes.
* Maintained current course outlines.
* Utilize MS DOS, Word, Excel, and Access for various reports

**Education:**

**Davenport University (**formerly **Detroit College of Business) -** *Dearborn, MI*

**Bachelor’s Degree** in **Computer Information Systems**

* Obtained Certified NetWare Engineer certification in Novell IntranetWare 4.11.