

# G. CYRUS

## IT BUSINESS ANALYST / TECH WRITER

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### EXPERIENCE

**October 2022 – December 2023**

**Atleos | Technical Writer**

- Ensured documentation compliance with industry standards, regulatory requirements, and company policies, contributing to the transparency and reliability of payment processing procedures.
- Updated training materials regularly to align with software updates, industry changes, and evolving best practices in payment processing.
- Collaborated with software development and quality assurance teams to obtain feedback and incorporate improvements into documentation, contributing to the overall quality of payment processing documentation.

**July 2021 – October 2023**

**Lynx Franchising | IT Business Analyst / Technical Writer**

- Developed a structured Requirements Mgmt Plan and Requirements Traceability Matrix, ensuring effective definition, approval, tracing and management of requirements for all ITB applications
- Implemented continuous updates to requirement documentation throughout the Software Development Life Cycle (SDLC), including prioritization and decomposition of requirements.
- Led initiatives to improve internal procedures and processes, contributing to enhanced quality, efficiency, and effectiveness of software projects.

**January 2020 – June 2021**

**NexGen Technologies | IT Business Analyst**

- Conducted comprehensive requirements elicitation for applications, involving the identification, gathering and documentation of business and functional requirements.
- Identified and assessed risks associated with software development, employing analysis and classification methods, and proposed mitigation strategies.
- Collaborated with customers and federal IT project managers to define and obtain acceptance criteria, ensuring alignment with project goals and objectives.

**June 2008 – December 2019**

**United States Air Force | Dental Technician**

- Proficiently operated and maintained dental equipment, demonstrating technical expertise in radiographic imaging, chairside assistance, and sterilization protocols.
- Actively participated in ongoing training and professional development activities to stay current with advancements in dental technology, infection control practices, and Air Force dental policies.
- Supported the commitment to excellence in dental care by consistently meeting and exceeding standards for record-keeping and administrative tasks.

### EDUCATION

**NextGen Skillbridge Program**

- ServiceNow System Admin

**University of Central Florida**

- Bachelor – Finance

### KEY SKILLS

- MICROSOFT 365
- JIRA
- SHAREPOINT
- ADOBE PRO
- CONFLUENCE
- VISIO
- CAMTASIA
- SCRUMWISE
- ASANA
- SERVICENOW
- GOOGLE ANALYTICS
- ADOBE CREATIVE CLOUD
- WORDPRESS
- MARKDOWN
- XML / HTML
- MICROSOFT TEAMS / SLACK
- GIT/GITHUB
- MADCAP FLARE

### CERTIFICATIONS

- CERTIFIED SCRUM MASTER
- CERTIFIED SYSTEM ADMIN - SN
- ITIL 4 FOUNDATION