

Orinthia Collins

Business Analyst | Pompano Beach, Florida | orinthiamte19@gmail.com | (954) 821-0564

SUMMARY:

Self-motivated Business Analyst/Technical Writer with over ten years of experience managing business requirements throughout the full Software Development Lifecycle, using Agile, SCRUM, and Waterfall methodologies to optimize processes and enterprise-wide applications. Experienced in QA, UAT, implementation, customer support, and creating procurement documents, vendor contracts, compliant service agreements, and internal documentation libraries. Adaptable to diverse environments while successfully collaborating with cross-functional teams to deliver quality deliverables with 100% accuracy to meet and exceed the client's expectations.

APPLICATIONS:

MS Office 365, Word, Excel, Outlook, PowerPoint / Adobe / AWS Cloud / Visio / LMS / Tableau / Power BI / SQL / SAS / MLS / Zendesk / IVR / Granot / QuickBooks / Bugzilla / Java Swing to create help files / Jira / Confluence / TFS / Kanban / LMS / CRM / SAP / SharePoint / SOX

METHODOLOGIES:

Agile / SCRUM / Waterfall / Kanban

REGULATORY AND COMPLIANCE:

HIPPA / Sarbanes-Oxley (SOX)

SOFT SKILLS:

- Team player and independent worker
- Excellent verbal and written communications
- Critical thinker and creative problem solver
- Detail-oriented with an excellent work ethic

EXPERIENCE:

Business Analyst Consultant, Learning By Thia LLC – August 2022 to present

Clients: Fiserv, The Guitar Center, Coral Spring, Florida

- Designing dashboard reporting procedures allowing users to access data analytics reports 50% quicker
- Creating classroom materials and curriculum for piano keyboard students for private and group instruction
- SharePoint administration, setup, and workflow design to allow 100% enterprise-wide team user access
- Collaborating with QA and delivery to conduct testing to ensure accurate configuration and integration

Business Analyst, Apex Systems – June 2022 to August 2022

Client: WellsFargo, Fort Lauderdale, Florida

- Facilitated daily standup SCRUM meetings to determine work done, upcoming work, and impediments
- Providing analysis using Excel, VLOOKUP, pivot tables, and macros to present data findings to the business
- Documented test cases, test scripts, and UAT pass/fail steps to ensure accurate user implementation
- Documented procurements, requirements, and user stories using Jira for enterprise application upgrades
- Gathered and analyzed business requirements to translate to functional specifications for development

Business Analyst, Cognizant Technology Solutions – February 2018 to June 2022

Miami, Florida

- SOX compliance documentation edits, updates, and version control for customer billing AWS migrations
- Visio process flow drafting to document as-is business processes for study, research, and to-be analysis
- Created data mapping reports and high-level presentations for the product owner and business stakeholder
- Daily SCRUM meeting attendance to document user stories and requirements using Jira and Confluence

Business Analyst, Bayview Asset Management – October 2016 to February 2018

Coral Gables, Florida

- Created data mapping reports using Black Knight vendor collaboration for web services script code updates
- SQL querying of investment customer data to document requirements for the end user for better usability
- Process flow analysis of current processes and procedures to create Visio to-be process flow upgrades
- Collaborated with QA to create test procedures and Gherkin test scenarios for UAT and implementation

Business Analyst/Technical Writer – October 2015 to October 2016

EPIC Loan Systems, Fort Lauderdale, Florida

- Documented requirements using SCRUM, Agile, and Kanban methodologies to groom the product backlog
- Sprint planning, attendance, and facilitation of daily SCRUM stand up meetings to report team status
- QA testing, UAT, and customer support to resolve caller issues with a 98% first time caller accuracy rate
- Analysis, research, and documentation of user stories for the SCRUM team development and prototyping

EDUCATION:

- B. S. Computer Information Systems, Nova Southeastern University
- ARCT piano, teaching, and performance, Royal Conservatory of Music, Toronto, Ontario

CERTIFICATIONS:

- A+, CompTIA
- GRI Graduate REALTOR Institute