# ***Ursula Salinas*****Cutler Bay, FL | 786-218-9895 |** **ursulin@gmail.com** **| *https://www.linkedin.com/in/ursula-salinas-56180182***

**Summary**

Results-driven IT professional with 10+ years of experience supporting cross-functional teams across healthcare, fintech, and enterprise environments. Adept at delivering scalable, high-impact solutions by aligning business needs with Agile, Waterfall, and DevOps methodologies. Proven expertise in requirements elicitation, backlog prioritization, user story development, stakeholder engagement, and process optimization. Experienced in supporting infrastructure and vendor solution implementations, documenting legacy systems, and contributing to ransomware recovery initiatives such as segmentation, isolated recovery environments, and clean room practices. Skilled in creating SOPs, user guides, training content, and wireframes using Figma. Proficient in Jira, Azure DevOps, TFS, CI/CD pipelines, QA automation, API integration, SQL, and data analysis. Recognized for bridging business and technology through strategic analysis, iterative delivery, and collaborative leadership.

**Skills & Technologies**

* **Methodologies:** Agile (Scrum/Kanban), Waterfall, DevOps, PMBOK, Six Sigma (Black Belt & Green Belt certified)
* **IT Project & Business Analysis:** Project Leadership, Requirements Engineering (BRD, FSD, User Stories, Acceptance Criteria), Backlog Management, Stakeholder Engagement, Process Optimization, SDLC, Cloud Migration, QA Coordination (SIT/UAT), Change & Release Management
* **Technical Proficiency:** SQL, Data Visualization (Tableau, Power BI), API Testing (Postman), ETL, Data Mapping, UI/UX Mockups (Figma)
* **Tools:** TFS, Jira, Azure DevOps, Rally, Confluence, QTest, Service Now, Remedy, SharePoint, Salesforce CRM, SAP, MS Office 365 (Word, Excel, Access, PowerPoint, Project, Visio, Outlook, Teams), Google Suite, AI tools (ChatGPT, Gemini).

**Professional Experience**

**Sr. IT Business Analyst/Scrum Master** | Apex (Global Payments) | April 2024–Dec 2024

* Served as primary liaison between business and IT teams for the EVO Hybrid Mexico Project, ensuring seamless communication and issue resolution.
* Monitored and optimized workflows, leveraging DevOps and CI techniques to enhance operational efficiency.
* Managed backlog in Rally (Capabilities, Epics, Features, User Stories) and led Agile ceremonies (stand-ups, sprint planning, retrospectives), driving efficient execution.
* Conducted in-depth stakeholder interviews to elicit and document business/system requirements, optimizing workflow automation with data-driven insights.
* Led data mapping and API integration specifications between upstream and downstream systems, ensuring accurate and seamless platform integration.

**Sr. IT Business Analyst** | Atos -Syntel (Humana, Inc.) | May 2021–February 2024

* Acted as key point of contact between business and IT teams for the Healthcare Medicare Actuarial System platform, ensuring successful project execution.
* Managed product backlog in Azure DevOps (ADO), overseeing Epics, Major Features, and User Stories, prioritizing enhancements to meet business objectives.
* Led stakeholder interviews and performed data-driven assessments to elicit, analyze, and document functional/non-functional requirements, leveraging SQL, Python, and Tableau for insights.
* Supported optimization of automated workflows and troubleshooting of DevOps pipelines to improve operational efficiency.
* Coordinated with SIT and UAT teams to facilitate testing efforts and managed incidents, changes, and hotfix deployments via Service Now, ensuring quality standards and minimizing disruption.

**Sr. IT Business Analyst (Contract)** | Assurant Solutions Mobile Services Business | May 2019 –Feb 2020

* Collaborated with stakeholders, vendors, and internal teams to gather and interpret business, compliance, and financial requirements for complex projects.
* Managed projects in Service Now, tracking scope, budget, timelines, and resources, and utilizing TFS/Azure DevOps for project elements (Epics, Features, PBIs, and Test Cases).
* Developed comprehensive requirement documents, user stories, wireframes, and design artifacts for customer-facing websites, mobile applications, and web services.
* Managed incident tracking and resolution, performing root cause analysis and implementing effective solutions to minimize business disruptions.

**Business Analyst and System Implementation Specialist (Contract)** | SPI Software | April 2018 –October 2018

* Led coordination of new sales, including stakeholder meetings, data migration, system setup, and IT project scheduling, SDLC, and release management.
* Developed and analyzed BRDs/FSDs, defined user stories, and gathered requirements for system enhancements using agile methodology.
* Managed alpha and UAT/SIT testing, and oversaw development of business cases, system manuals, and WIKI documentation for the SPI system.
* Managed Salesforce CRM duties (client orders, project scheduling, case support) and provided implementation support, training, and orientation for new clients.

**Business Operations Analyst** | Denari Systems / Rayblue Solutions | May 2015 –March 2018

* Led business development and requirements gathering for Payment Card Process (PCP) lifecycle in B2B and B2C systems, developing detailed specifications and BRDs.
* Drove product development and enhancements for PCP, monitoring customer needs and creating business cases to support new products/improvements.
* Managed QA and UAT testing teams, validating and verifying improvements and developments in B2B and B2C systems.

**Business Analyst (Contract)** | Evans Health & Life Insurance | March 2014-April 2015

* Developed process workflows using MS Visio and managed project scheduling with MS Project to optimize system processes.
* Led the full SDLC for CRM projects, including analysis, design, QA testing, implementation, and ongoing support.
* Coordinated system execution, UAT testing, and implementation, while managing incidents, issues, and process changes.

**IT Business Analyst (Contract)** | Telefonica USA | May 2013 – Dec 2013

* Managed the Sales Force System for Pre-Sales, Sales, and Post-Sales, addressing daily issues and user needs.
* Led the Change Management process with Remedy System, resolving issues and overseeing system updates and new feature releases.

**Business Analyst IT/ Project Technical Leader** | P&G (Procter & Gamble) | Aug 2010 - April 2013

* Directed project planning, daily task assignments, resource allocation, and quality reviews, ensuring on-time delivery and budget adherence.
* Managed diverse IT projects, including SAP Accounts Payable processes, from analysis and design to execution and quality assurance.

**Manager, Sales department** | Excel Insurance | Nov. 2008- Jul 2010 **Manager, Telemarketing Department** | Surecredit USA Home Loans | March 2006- Aug 2008 **Functional Analyst** | Telefonica Móviles SAC, Lima – Peru | Jan 2001 – Dec 2005 **Systems Analyst** | AC Development S.A., Lima - Peru | Jan 2000 – Nov 2000 **Intern Systems Analyst** | Quipudata S.A. Backus Corporation, Lima – Peru | May 1998 - Dec 1999

**Education & Certifications**

**Education**

* **Bachelor of Science in Systems Engineering** – University of Lima – 1998

**Certifications**

* Six Sigma Green Belt Certification – 2024
* Agile Safe 4.6 – July 2023
* DevOps Product Owner Certification – International DevOps Certification Academy – 2021
* Product Owner Certification Course – March 2021
* Scrum Master Accredited Certification – International Scrum Institute – 2020
* Professional Project Management Certification Course – October 2014
* Salesforce CRM – August 2013
* SAP ERP system – April 2010

**Languages**

* Native: Spanish
* Fluent: English