

# ANA CLAUDIA POLONIA

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## SENIOR BUSINESS ANALYST

### SUMMARY

Results-driven Senior Business Analyst and Certified Scrum Product Owner (CSPO) with 20+ years of experience in business analysis, requirements gathering, Agile methodologies, and project management. Skilled in stakeholder management, gap analysis, process improvement, and full software development lifecycle (SDLC). Proven expertise in implementing and optimizing enterprise platforms including Salesforce, CXone, CRM, and ERP systems. Strong track record in translating business requirements into technical specifications, leading cross-functional teams, and delivering scalable, cost-effective solutions that improve operational efficiency and customer experience.

### WORK EXPERIENCE

#### **NextEra Energy, Juno Beach, US** **Senior Business Analyst**

**2023-01 - 2025-07**

Acted as Senior Business Analyst for the implementation and ongoing support of the LearnUpon LMS platform, partnering with Compliance, Marketing, and Sales teams to ensure alignment with business goals. Served as the key liaison between the vendor (LearnUpon) and internal stakeholders. \* Led the gathering and documentation of business and functional requirements, translating stakeholder needs into clear specifications. Oversaw system configurations and coordinated development efforts to deliver effective LMS solutions. \* Supported CXone initiatives within the EB Contact Center, applying analytical skills to identify opportunities for process and system improvements. Fostered strong cross-functional relationships, becoming a trusted advisor to multiple teams and receiving an Employee Recognition Award for outstanding contributions. \* Achieved Six Sigma Yellow Belt certification, enhancing data-driven decision-making and process optimization capabilities. \* Created Epics, Features, and User Stories in Jira to support agile development. \* Designed BPMN process flows. \* Led successful implementation of Nice CXone platform.

#### **Totvs Consulting, Rio de Janeiro, BR** **Senior Business Analyst**

**2017-09 - 2022-08**

Created functional and non-functional requirements for the THEx PMS system used by hospitality clients in Brazil and Europe. \* Conducted user research through surveys, interviews, and system rule analysis to gather business needs and pain points. \* Developed customer surveys and conducted interviews with both Totvs hotels and competitors to gather market and usability insights. \* Led competitive benchmarking of hotel management

systems to guide product strategy and innovation. \* Designed BPMN process flows to align development and QA teams with business processes. \* Applied UI and UX best practices in defining system features, wireframes, and workflows to enhance usability and customer satisfaction. \* Conducted usability testing and interface reviews to identify friction points and improve user experience. \* Collaborated with cross-functional teams to align technical solutions with business and user needs. \* Tools and technologies: .NET, JavaScript, Angular, SQL Server, Jira, Bizagi, Draw.io, Visio.

**Brazilian Olympic Committee, Rio de Janeiro, BR**  
**Senior Business Analyst - Hitss**

**2015-01 - 2017-02**

Led the Administrative and HR budget planning projects at the Brazilian Olympic Committee. \* Responsible for creating functional and non-functional requirements and definitions, proceeding with analysis using a survey and business Rules of the "Administrative Budget Planning" system and the "Human Resources Budget Planning" system. \* Created and designed the "Budget Approval Flow" and financial processes. Developed the test plan, test cases, and performance of system tests. \* Follow-up of the UAT with the project's Stakeholders.

**Bradesco**  
**Senior Business Analyst**

**2013-07 - 2014-12**

Responsible for creating functional and non-functional requirements, definition, and proceeding with analysis using surveys and business rules of the Commercial Synergy Project.

## **EDUCATION**

**Pontifical Catholic University of Rio de Janeiro**  
**M.S. in Computer Science**

**1993-01**

- M.S. in Computer Science - Pontifical Catholic University of Rio de Janeiro (PUC), 1993

**Universidade do Estado do Rio de Janeiro**  
**B.S.**

**1991-01**

- B.S. Statistics - Universidade do Estado do Rio de Janeiro, 1991

## **ACHIEVEMENTS**

- Receiving an Employee Recognition Award for outstanding contributions. \*Achieved Six Sigma Yellow Belt certification.

## **CERTIFICATIONS**

- Results-driven Senior Business Analyst and Certified Scrum Product Owner (CSPO®) - Scrum Alliance
- IT Project Management - PUC-Rio, 2003