

GAELE BANCE

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PROFESSIONAL SUMMARY

Business Analyst and QA Analyst with experience supporting IT, Product, and Compliance teams in technology-driven environments. Skilled in Agile requirements gathering, business process analysis, and creating documentation such as BRDs, user stories, and test plans. Experienced in supporting UAT and collaborating with technical and business stakeholders to deliver accurate, well-defined solutions.

CORE SKILLS

- **Business Analysis & Documentation:** Requirements Gathering, User Stories, BRDs/FRDs, UAT Coordination, Gap Analysis, Process Mapping (Visio), Acceptance Criteria, Test Plans, SOPs, Audit Documentation.
 - **Tools & Methodologies:** Jira, Confluence, Salesforce (CRM), MS Office Suite, Agile/Scrum Support, SOC2 Compliance Support.
 - **Project/Technical Support:** Backlog Management, Data Validation, Change Management, QA/Testing Support, Stakeholder Collaboration.
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PROFESSIONAL EXPERIENCE

Nordis Technologies – Solution/QA Analyst (Business Analysis & QA Support)

05/2024 – 11/2025

- **Architected** 100+ comprehensive user stories and functional requirements, **reducing development rework by 20%** through the elimination of requirements ambiguity during the discovery phase.
- **Authored and maintained** an "audit-ready" documentation framework that resulted in a **100% success rate during quarterly compliance reviews** and zero high-priority findings in system validation audits.
- **Synchronized** cross-functional efforts between Product, IT, and stakeholders as a primary liaison, **accelerating project delivery timelines by 15%** through proactive communication and roadblock removal.
- **Orchestrated** end-to-end User Acceptance Testing (UAT) and defect management, leading to a **25% reduction in post-production bugs** and ensuring 100% alignment with client acceptance criteria.

- **Visualized** complex business logic via detailed process mapping that identified 3 key operational bottlenecks, resulting in a **10% improvement in internal workflow efficiency**.

FlexShopper, LLC | Business Analyst & Project Coordinator

02/2022 – 01/2024

- **Spearheaded** requirements elicitation for 15+ high-visibility projects, contributing to software enhancements that drove a **12% increase in year-over-year platform revenue**.
- **Maximized Sprint Efficiency** by 20% by refining the product backlog in Jira/Confluence, ensuring the development team remained focused on high-ROI (Return on Investment) features.
- **Managed** complex documentation for **SOC2 audit preparation**, which secured critical data security certifications and enhanced corporate brand trust for B2B partners.
- **Coordinated** global offshore development teams (India & Cuba), maintaining a **98% on-time delivery rate** for technical deliverables across varying time zones and cultures.

ChenMed – Membership Growth Consultant Analyst

02/2021 – 02/2022

- Influenced strategic expansion by delivering high-impact partnership data analysis to senior executives, identifying 3 new market opportunities that contributed to a 10% increase in regional membership growth.
- Optimized Salesforce CRM utilization by auditing and cleansing 5,000+ records, resulting in 15% higher data accuracy and a more efficient sales pipeline for business development teams.
- Accelerated decision-making cycles by 20% through the automation of weekly performance reports, providing stakeholders with real-time insights into B2B partnership ROI.
- Bridged the gap between partner insights and strategic planning, ensuring 100% alignment between external stakeholder needs and internal growth objectives.

Early Learning Coalition – Family Support Specialist

02/2017 – 02/2021

- Maintained a 100% compliance rate across a high-volume portfolio of 200+ cases, effectively mitigating financial risk and ensuring the organization passed all state and federal regulatory audits.
- Increased operational throughput by 15% by streamlining the case validation process and implementing a standardized digital filing system for audit-ready documentation.
- Reduced system downtime and user errors by 25% for a team of 5 by developing comprehensive user manuals and leading training sessions for a new system implementation.
- Enhanced cross-functional collaboration between internal teams and external agencies, resulting in a 10% reduction in average case processing time, improving the speed of service delivery to families.

EDUCATION

Bachelor of Science, Criminal Justice

Florida International University, Miami, FL