

DAVID ELISTIN, MBA

Tamarac, FL | 603.661.9077 | delistin@gmail.com

AREAS OF EXPERTISE

- Business Administration
- Finance & Insurance
- Program Development
- Risk Management
- Strategic Communications
- Due Diligence
- Regulatory Compliance
- Client Services
- Team Leadership
- Training & Development
- Executive Relationships
- Agile / Scrum

PROFESSIONAL EXPERIENCE

Franchise World Headquarters (Subway)

Doral, FL

Senior Business Systems Analyst/Tech Lead

2025 – Present

- ▶ Collaborate with cross-functional stakeholders to gather, document, and translate business requirements into user stories, UX/UI flows, and acceptance criteria across all SDLC phases.
- ▶ Serve as subject matter expert within the Subway ecosystem, simplifying complex technical concepts for business audiences and driving consensus among technical and non-technical stakeholders.
- ▶ Maintain a prioritized Agile backlog, lead PI planning preparation, and manage dashboards/queries to support tracking and reporting across projects.
- ▶ Leverage AI-powered solutions to identify industry trends and deliver tangible business outcomes; support PMO governance and independently manage small projects.
- ▶ Conduct current-state assessments and gap analyses; contribute to internal consulting, training, and intellectual capital development.
- ▶ Served as a key contributor and SME on a system migration initiative involving the Learning Management System (LMS) and Restaurant Management Platform (RMP), supporting migration workstreams across the Subway ecosystem.
- ▶ Elicited and validated business and functional requirements from cross-functional stakeholders, ensuring alignment between technical teams and business owners throughout the migration lifecycle.
- ▶ Analyzed current-state workflows and system dependencies to identify gaps and risks, translating findings into actionable migration plans and acceptance criteria.
- ▶ Coordinated with IT, vendors, and business units to facilitate requirement reviews, UAT planning, and sign-off on system readiness milestones; supported post-migration validation and defect tracking.

Spirit Airlines

Dania Pointe, FL

Senior Business Analyst, EPMO

2022 – 2025

- ▶ Served as SME and liaison between IT and business, supporting UI/backend development in an Agile/Scrum environment.
- ▶ Authored Functional Requirement Documents and User Stories for system enhancements; assisted with testing, implementation, and deployment of new products.
- ▶ Trained new hires, conducted interviews, and established team processes to ensure alignment with organizational objectives.

Spirit Airlines

Miramar, FL

IT Business Analyst

2019 – 2022

- ▶ Bridged IT and business units, translating strategic needs into technical solutions and delivering FRDs and User Stories for system updates.
- ▶ Supported testing, implementation, and deployment of new products and services.

People's Trust Insurance

Deerfield Beach, FL

Product Analyst

2018 – 2019

- ▶ Developed and maintained insurance products (rates, rules, forms); coordinated system change implementation with Application Development.
- ▶ Tracked competitor rates/filings, prepared financial/operational reports, and performed data reconciliation across claims systems and financial records.
- ▶ Collaborated cross-functionally to define system requirements, including mockups and workflows, for new product development and enhancements.

Normandy Insurance

Deerfield Beach, FL

Underwriter | Compliance Consultant

2016 – 2018

- ▶ Underwrote and evaluated company risk factors; created and endorsed workers' compensation policies for Professional Employer Organization and traditional accounts.
- ▶ Verified credit history via Experian Business Credit, evaluated client risk profiles, and built loss models based on client histories and financial reports.
- ▶ Collaborated with regulatory personnel to maintain compliance with industry trends and new practices; partnered at senior level to define and activate compliance analysis procedures.
- ▶ Expertly managed accounts valued at up to \$2M+ in premium for full policy terms; refined account management by updating and re-evaluating profitability reports.

TECHNICAL SKILLS

Software: Microsoft Office Suite, Azure DevOps, Visio, Moqup, SpiraTest, SQL

Languages: Fluent in English and Haitian Creole

EDUCATION & CERTIFICATIONS

Certified ScrumMaster (CSM)

Scrum Alliance

Master of Business Administration – Finance

2015

Nova Southeastern University, Davie, FL

Bachelor of Science – Organizational Leadership

2007

Southern New Hampshire University, Manchester, NH