

EDWARD A. MOSSA / eamosa1539@gmail.com / (954)-205-8438

Senior IT Business Systems Analyst • Certified Scrum Master (CSM) Expert in business system analysis, process mapping, data flow documentation, and cross-functional collaboration. Skilled at evaluating system capabilities, analyzing database schemas, and supporting digital transformation initiatives across enterprise environments. Adept at bridging business and technical teams, facilitating Agile ceremonies, and delivering clear documentation that drives alignment and implementation.

CORE COMPETENCIES

Business System Analysis & Product Workflow Evaluation / Process Mapping (AS-IS/TO-BE), Data Flow & API Dependency Documentation / Database Schema Analysis & Architecture Mapping / Requirements Gathering & Stakeholder Workshops / Cross-Functional Collaboration (Business, IT, Data, Developers, DBAs) / Agile/Scrum Facilitation (Planning, Demos, Retrospectives) / System Integrations, Migrations & Source-to-Target Mapping / Documentation & Reporting (Technical + User-Friendly) / Digital Transformation & Consolidated Data Platform Support / Change Management & Operational Readiness & SQL queries, validate requirements for supporting projects, Working knowledge of DMAIC, Lean Six Sigma and Value Stream Mapping. RACI Frameworks and SOP Development for Cross-functional Environments.

TECHNICAL SKILLS

SQL Queries • Database Schema Analysis • AWS • ETL Concepts • Data Mapping • Source-to-Target Documentation • Jira • Confluence • Visio • SharePoint • MS Office Suite • Workday • Microsoft Dynamics 365 • EDI (837/835/997) • Claims Systems • Process Mapping Tools • Cloud Data Platforms • API & Integration Analysis

PROFESSIONAL EXPERIENCE

Analyst III Healthcare

LexisNexis Risk Solutions/KForce (Contract) – 09/2025-08/2026

- Lead end-to-end requirements gathering across complex healthcare workflows from the client Cigna Healthcare, translating business needs into clear, actionable user stories and acceptance criteria for engineering teams.
- Drive analysis of claims, provider, and clinical operations processes; produce detailed As-Is/To-Be documentation to support system enhancements and regulatory compliance.

- Partner with product owners, architects, developers, and QA to refine requirements, ensure alignment, and maintain delivery momentum across Agile/SCRUM ceremonies.
- Apply deep healthcare domain knowledge to validate data, uncover gaps, and recommend process improvements grounded in operational realities and best practices.
- Specifications that support SDLC/Agile activities from discovery through deployment. SQL queries to validate reporting data.
- Working with Cigna for Term Reviews, California Suppression SB-137, Acknowledgement files, and getting controls in place for processes. Additionally, working to provide reports from various tasks for Cigna's dashboard.
- Applied **Lean Six Sigma principles** to identify bottlenecks, reduce manual effort, and streamline operational workflows across IT and business teams.

Technical Process Analyst / Certified Scrum Master

Jazwares, LLC/Insight Global (Contract) 09/2024 – 09/2025

- Conduct business system assessments to identify data flows, lifecycle stages, and integration points across global operations.
- Map AS-IS and TO-BE processes, documenting dependencies, APIs, and system interactions to support enterprise architecture initiatives.
- Analyze database schemas and collaborate with DBAs to understand source-system connectivity and data structures.
- Facilitate Agile ceremonies including sprint planning, backlog refinement, demos, and retrospectives for IT and development teams.
- Maintain detailed documentation of workflows, system interactions, and architectural diagrams for cross-team alignment.
- Partner with business units and IT to gather requirements, uncover system insights, and drive consensus on platform enhancements.
- SQL queries to pull data to support UAT testing and for analysis.

Business Analyst

Spirit Airlines/Kforce (Contract) 08/2024 – 09/2024

- Evaluated system capabilities and business processes to ensure alignment with operational objectives.

- Documented workflows, data flows, and system interactions for multiple business units under the PMO.
- Created BRDs, user stories, acceptance criteria, and process maps to support system enhancements.
- Participated in Agile ceremonies and coordinated with developers and PMs to validate requirements and maintain sprint progress.

Project Business Analyst / Certified Scrum Master

BankUnited | 4/2022 – 5/2024

- Conducted system and data analysis for Corporate Finance, documenting use cases, requirements, and data flows.
- Mapped processes and evaluated system dependencies to support Workday migration and FIS integrations.
- Partnered with Data Engineers/Scientists to understand data sources, schemas, and reporting needs.
- Facilitated daily Scrum, sprint planning, retrospectives, and demos to support predictable delivery.
- Maintained Jira epics, stories, and Confluence documentation; managed SharePoint repositories.
- SQL queries to assist engineering when needed for reporting needs.

IT Business Process Analyst 02/2019 – 08/2020 // **Certified Scrum Master** 08/2020 – 04/2022

FedNat Property & Casualty Insurance

- Analyzed Claims, Risk, and Underwriting systems to identify data flows, process gaps, and integration points.
- Mapped workflows and documented system interactions to support automation and system enhancements.
- Collaborated with QA, Claims, and Underwriting teams to document requirements and improve processes.
- Led Agile transformation across multiple departments; facilitated all Scrum ceremonies and managed Jira/Confluence.

- Coordinated sprint deployments, cross-team collaboration, and system updates including UI enhancements and claims payment workflows.

Technical Business Analyst / Provider Relations Technology Analyst

Humana / American Eldercare | 5/2013 – 10/2018

- Conducted system analysis and data mapping during post-acquisition integration of provider systems.
- Analyzed database structures, EDI workflows, and source-system connectivity for long-term care operations.
- Documented functional and technical requirements, created user stories, and collaborated with developers and vendors.
- Supported e-Billing/EDI operations, validated updates, and ensured successful production deployment. SQL queries to validate data from Claims.
- Maintained provider data accuracy, fee schedules, and long-term care codes across multiple systems.

EDUCATION & CERTIFICATIONS

- **Certified Scrum Master (CSM)** – Scrum Alliance (8/2020–8/2028)
- Certified Digital Readiness – Udemy
- Business Administration – Bradford College
- Marketing & Communications – Central Connecticut State University

ADDITIONAL STRENGTHS

- Strong communicator able to translate technical details into business impact.
- Skilled at facilitating workshops, uncovering system insights, and driving consensus.
- Calm, structured, and solutions-focused approach that improves team alignment and delivery.