

Edward A. Mossa // eamosa1539@gmail.com // 954-205-8438

Summary: Certified Scrum Master and Senior Business Analyst with extensive experience driving process improvement, system integrations, and Agile delivery across banking, insurance, healthcare, aviation, and consumer products. Skilled at partnering with cross-functional teams, translating complex business needs into actionable user stories, and guiding development teams through full SDLC and Agile/Scrum frameworks. I am known for improving workflows, optimizing enterprise systems, and leading teams through change with clarity, structure, and strong communication. Adept at bridging business, data, and technology to deliver scalable solutions that enhance operational efficiency and organizational performance.

Core Competencies: Agile / Scrum / Waterfall with Process Improvement & Optimization // Certified Scrum Master (CSM) with Jira/Confluence Administration // Agile Methodology Training, Coaching & Mentoring // Software & System Implementations/Enhancements // Change Management // Cross-Functional Collaboration // Project & Program Support // Inventory & Warehouse Systems // ERP / Microsoft Dynamics 365 / SharePoint / ServiceNow // HRIS / Workday & Monday // Data Mapping & Requirements Documentation // AI Tools & Automation

Technical Skills: Microsoft Windows (all versions), MS Office Suite (Teams, OneNote, Word, Excel, PowerPoint), Visio, SharePoint, Jira, Confluence, Adobe, AWS, EDI (837/835/997), Claims Systems, Regulatory Compliance, Data Mapping, Documentation, Workday, Microsoft Dynamics 365, Inventory & Warehouse Systems, Global Process Integrations, M&A Systems Integration, Branch Software Implementations.

Professional Experience:

LexisNexis Risk Solutions/KForce (Contract) – Analyst III Healthcare – 09/2025

- 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.

- 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.

Jazwares, LLC (Contract) Technical Process Analyst / Certified Scrum Master 09/2024 – 09/2025.

- Serve as Technical Business Analyst and Scrum Master for the Enterprise Architecture team, supporting global system integrations across core business platforms (age.
- Facilitate daily Scrum, Sprint Reviews, Retrospectives, and backlog refinement; maintain Jira boards and Confluence documentation.
- Partner with development teams to remove impediments, clarify requirements, and ensure smooth sprint execution.
- Meet with stakeholders to gather requirements, document processes, and translate needs into user stories and tasks.
- Coach IT teams on Agile best practices and support the adoption of Jira/Confluence for sprint management.

Spirit Airlines - (Contract) Business Analyst - 08/2024 – 09/2024

- Supported PMO by writing user stories, acceptance criteria, and BRDs for multiple business units.
- Participated in daily standups and sprint ceremonies, ensuring readiness for development.
- Collaborated with project managers and developers to validate requirements and maintain sprint progress.
- Created flowcharts, documentation, and system enhancement requirements for ongoing initiatives.

BankUnited - Project Business Analyst / Certified Scrum Master 04/2022 – 05/2024

- Worked within the Analytics COE under Corporate Finance to document use cases, requirements, and project scope for enterprise initiatives.
- Partnered with Data Engineers/Scientists to understand data sources, tables, and reporting needs.
- Managed Jira epics, stories, and documentation in Confluence and SharePoint.
- Led daily Scrum, tracked progress, and ensured alignment across business units and technical teams.

- Supported Workday migration for Corporate Finance, collaborating with branch personnel and senior leadership.
- Coordinated FIS updates, system integrations, and cross-department communication.

FedNat Property & Casualty Insurance - IT Business Process Analyst 02/2019 – 08/2020

- Analyzed Claims, Risk, and Underwriting workflows to identify inefficiencies and automation opportunities.
- Applied Agile methodology to enhance systems and streamline manual processes.
- Collaborated with QA, Claims, and Underwriting teams to document processes and recommend improvements.

FedNat Property & Casualty Insurance - Certified Scrum Master 08/2020 – 04/2022

- Led Agile transformation across Claims and QA departments, coaching teams on Scrum practices.
- Facilitated daily standups, Sprint Planning, Reviews, Retrospectives, and story refinement sessions.
- Managed Jira/Confluence for ticket creation, sprint tracking, and documentation.
- Coordinated with IT and developers for sprint deployments and cross-team collaboration.
- Delivered system enhancements, including improved claims payment workflows and UI updates.
- Worked with external vendors when enhancements impacted multiple business units.
- Delivered system enhancements, including improved claims payment workflows and UI updates.

Humana / American Eldercare - Technology Analyst / Provider Coordinator III

2013 – 2018

- Supported post-acquisition integration by mapping provider data and ensuring accuracy across Humana systems.
- Managed e-Billing/EDI operations and collaborated with Provider Relations, Claims, Enrollment, and Operations.
- Worked with SDLC and Agile/Waterfall methodologies to deliver system enhancements.
- Gathered functional/technical requirements, created user stories, and collaborated with developers and vendors.
- Conducted testing, validated updates, and ensured successful production deployment.

- Resolved provider issues related to claims, contracts, and fee schedules.
- Maintained long-term care codes and ensured database accuracy across systems.

Education & Certifications

- Certified Scrum Master (CSM), Scrum Alliance (2020–2028)
- Certified Digital Readiness – Udemy
- Business Administration – Bradford College
- Marketing & Communications – Central Connecticut State University
- Toastmasters Member (2023–Present)