Kate T.
Middle Business Analyst

SUMMARY

- Software engineer with a strong background in computer science and a focus on technical skills and expertise. - Experienced in various domains including healthcare, MedTech, eCommerce, and marketplace. - Proficient in multiple programming languages and technologies, with a deep understanding of SDLC and software development practices. - Skilled in requirements analysis, design, and solution evaluation, with a track record of successful project delivery. - Experienced in working with key tools and methodologies such as Jira, Confluence, Agile (Scrum and Kanban), and UML. - Strong problem-solving and analytical skills, with the ability to collaborate effectively with cross-functional teams. - Demonstrated ability to prioritize tasks, manage project timelines, and communicate effectively with stakeholders.

TECHNICAL SKILLS

Main Technical Skills	Business Analysis (5 yr.), Data Analysis (4 yr.)
Programming Languages	PHP (2 yr.)
JavaScript Libraries and Tools	ES6 (2 yr.)
Social Media Merketing	Skype (3 yr.)
Data Analysis and Visualization Technologies	Business Analysis (5 yr.), Data Analysis (4 yr.)
UI Frameworks, Libraries, and Browsers	Chart.js (2 yr.)
Cloud Platforms, Services & Computing	AWS (2 yr.), GCP
Amazon Web Services	AWS R53 (2 yr.)
Azure Cloud Services	Azure App Service (2 yr.)
Google Cloud Platform	Google Docs
Industry Domain Experience	Life sciences (5 yr.), POS (2 yr.)
Methodologies, Paradigms and Patterns	Agile (5 yr.), BPMN
Collaboration, Task & Issue Tracking	Atlassian Confluence, Jira, Microsoft Teams
UI/UX/Wireframing	Balsamiq, Draw.io, Figma (2 yr.), Prototyping, Wireframing

Platforms	CMS (5 yr.), CRM (5 yr.), RPA (5 yr.), SharePoint, WordPress
SDK / API and Integrations	Collections API (5 yr.)
Blockchain and Decentralized Software	NFT (2 yr.), NFT marketplace (5 yr.)
Third Party Tools / IDEs / SDK / Services	Office 365
QA, Test Automation, Security	QA Automation (2 yr.)
Other Technical Skills	MedTech (5 yr.), OMG UML (4 yr.), SAP ERP (5 yr.)

WORK EXPERIENCE

Business Analyst / Project Manager, E-commerce marketplace

Duration: 09.2022 – now
Summary:

- Online-store that provides the ability to manage items (mostly - apparel) and provide their Selling and Shipment
- The system has two subsystems: Backoffice to manage Items and conduct checkout and Webshop for Customers with the ability to reserve and buy online
- Integrations with: Stripe POS
- FedEx
- USPS

Responsibilities: Gathering customer requirements, analyzing market trends, and considering stakeholder feedback to define product requirements; Elicitation, analysis, and validation of user requirements and transforming them into structured system requirements; Prioritizing features based on customer needs, business objectives, and resource limitations; Creating UX wireframes to validate stakeholder requirements and illustrate system-user interactions (Figma, Balsamiq); Creating personas and mindmaps; Collaborating with cross-functional teams, including engineering, design, and marketing, to develop, launch, and enhance products; Overseeing the product development process from ideation to launch, ensuring timely delivery and adherence to budget; Creation and maintenance of project documentation (Confluence, Specifications); Participating in UAT as a system expert; Coordinating various types of meetings.
Technologies: WordPress, SharePoint, Jira, Confluence, Google Docs, Microsoft 365+, MS Teams, Zoom, Draw.io, Figma, Miro

Business Analyst / Project Manager, E-commerce platform for Amazon resellers

Duration: 07.2021 – 09.2022
Summary:

- Web platform providing the ability to: sell and ship pallets bought at Amazon
- book items
- mark items as lots and set up auctions
- manage Item list from the backoffice

Responsibilities: Defining the product vision, strategy, and roadmap by analyzing market research and gathering customer feedback; Creating and managing the product backlog, which includes user stories with acceptance criteria; Coordinating team meetings and activities to facilitate collaboration and progress; Creating User Flow (Miro) and personas; Providing support to the development team; Managing the full cycle ticket process and prioritizing tasks using Jira; Projects Reports for the Customer (Status reports); Maintaining the project documentation in Confluence; Interacting with stakeholders regularly; Working closely with the engineering team to ensure timely delivery of features that align with product requirements.
Technologies: WordPress, Draw.io, SharePoint, MS Teams, Jira, Confluence, Google Docs, Microsoft 365+, Figma

Business Analyst & System analyst, Web platform for a charity organization

Duration: 01.2020 - 07.2021
Summary: Web-platform for charity organizations providing the ability to: donate money sign up for monthly/yearly donations see the charity event calendar sign up for events sell and ship merchandise over the USA
Responsibilities: Collaborating with stakeholders to elicit, document, and validate requirements; Creating and updating product documentation to support the product and its features; Generating status reports for customers; Supporting the development team and working collaboratively to ensure that features are delivered on time and meet the product requirements; Working closely with UX designers to ensure a positive user experience; Interacting with stakeholders daily, including meetings with customers and the development team, on-demand meetings, daily check-ins, and demo meetings.
Technologies: WordPress, Draw.io, SharePoint, MS Teams, Jira, Confluence, Google Docs, Microsoft 365+, Figma, Skype, Google Chat

Business Analyst, Web platform for a US Healthcare startup

Duration: 09.2018 – 01.2020
Summary:

- Webapp, the main idea is to provide the ability to convert patients' medical data into an understandable format and visualize it
- After that - to give recommendations (both in text and in voice - via Voice Assistant) on how to improve the user's health
- Integration with EMRs (Electronic Medical Records) and proxies, AI providers, and tools

Responsibilities: Providing support and motivation to the development team; Documenting and validating product requirements through various means, such as Product Requirements Specification, Meeting Notes, Release Notes, Manuals, and User Guides; Conducting UAT for features and bugs; Collaborating with the PM to plan releases and prioritize the product backlog; Coordinating various meetings, including those with the team, customers, PO, third parties, demo meetings, on-demand meetings, etc; Communicating product updates and releases to stakeholders, such as executives, customers, and internal teams; Collaborating with customer support teams to resolve issues and gather feedback to improve the product.
Technologies: PHP, JavaScript, Jira, Confluence, Draw.io, Google docs, Balsamiq, Microsoft 365+, Skype

EDUCATION

- **Economics**