

Business Systems Analyst and Accessibility Analyst – Skilled at eliciting/gathering and analyzing end-user requirements, conducting extensive due diligence to identify business needs, preparing non-functional requirements, wireframes, detailed user stories and mockups. Strong business acumen with broad technical experience to communicate effectively with diverse teams across the organization to bridge the gaps between business and technical. Consistently seeks opportunities to improve the business by recommending and implementing streamlined, cost-effective processes that increase efficiency. Proven experience working in Scrum / Agile / Kanban development methodologies. Create or remediate documents and websites to make them accessible to persons with disabilities: WCAG / W3C / Section 508 Accessibility. Collaborate with key stakeholders to improve workflow processes, procedures, increase agility, and expand the overall capacity

Technical Writer / UX Writer / Content Management Specialist – Broad background creating and editing software release notes, training material, and software design documentation that enabled uniform procedures across the organization. Knowledge of DITA and Oxygen XML. Proven history of gathering complex technical requirements from end users and devising detailed project documentation and software design documentation. Expertise developing from inception and managing content library for comprehensive software development knowledgebase. Experienced in creating and remediating documents and websites to make them accessible to persons with disabilities.

Areas of Expertise

- | | | |
|--|--|---|
| <ul style="list-style-type: none"> ▪ Agile / Scrum / Kanban & SDLC Methods ▪ Content Management ▪ Technical Writing / Training Manuals ▪ UX Design and Web Development | <ul style="list-style-type: none"> ▪ SQL Databases / Data Warehouse ▪ Data Quality / Analysis/Mapping ▪ WCAG / W3C / Section 508 Accessibility ▪ UI Design | <ul style="list-style-type: none"> ▪ Business Rules / Process Improvement ▪ Research / Troubleshooting / Resolution ▪ End user training and support ▪ Business Systems Analysis |
|--|--|---|

Conversationally fluent in Spanish and Portuguese

Notable Career Accomplishments

- ▶ **Designed, built and deployed website for B1 Salon in Englewood, Colorado.** Involved in all stages of web development from domain name analysis, UX design and research, to development, deployment, and user training and support. Currently maintaining this website.
- ▶ **Co-created documentation and led a project for Nintendo NES Advantage game controller repair.** Devised guidelines for product utilizing technical writing acumen seamlessly communicating technical content in a manner for use by technical/non-technical individuals.
- ▶ **Employed strong technical writing acumen and served as technical Subject Matter Expert to conceptualize, build, and administer a technical content library utilizing Atlassian Confluence software.** Collaborated with process owners, developers, and technical writer to build a library developers utilized for coding standards, tools, and documentation maintenance.
- ▶ **Created an Oracle PL/SQL stored procedure to profile data across Oracle environments.** This stored procedure profiled database tables and output the results into a Microsoft Excel accessible text file.
- ▶ **Created data quality design specifications for global sales and contract administration operations in an Oracle, JAVA, UNIX environment. Managed and led software development project teams for worldwide deployment.** Acted as technical liaison between business and technical staff in the US, UK, Australia, and Asia Pacific. All projects delivered on-time and within budget.

Professional Experience

Community College of Denver

2024 - Present

Adjunct Instructor, Computer Information Systems Department

- I teach Introduction to PC Applications. My curriculum includes Microsoft Access, Microsoft Office, and a broad introductory overview of the information technology field. My work includes creating lesson plans and lecture materials for my course.

Alexander E. Parker, LLC

Owner

2023 – Present

- Providing consulting services in: 1) Technical Writing 2) UX Design, UX Research, UX Writing 3) Website Development and Maintenance 4) Data Quality 5) Business Analysis / Systems Analysis 6) Accessibility for Websites, PowerPoints, and PDFs.

University of Colorado – Technical and Professional Writing Certificate Program

2022 – 2023

- Completed this program to advance my technical writing, UX design-research-writing, and web development skills.

Wells Fargo

2006 – 2021

Technology Business Systems Associate, AVP – Technical Writing SME

2019 – 2021

- Served as integral member of Scrum/Kanban Team in Agile environment performing impact analysis and formulating project intake documentation for new development initiatives across the U.S.
- Generated monthly project reporting for senior leadership.
- Composed level of effort estimates and high-level cost estimates with meticulous attention to detail.
- Co-founded and administered Atlassian Confluence based technical content knowledge base for developers.
- Cultivated strong relationships with cross-functional teams to consistently ensure alignment with objectives.

Business Systems Consultant V

2015 – 2019

- Promoted to a role with broader responsibilities across business systems.
- Conducted comprehensive data analysis and data mapping in collaboration with the credit risk team.

- Liaised between developers and cross-functional teams analyzing large quantities of credit decisioning rules.
- Proficiently tracked Java toggle switches by administering applications and ensured cohesiveness between teams. Diligently identified toggle switch owners and documented functional requirements.
- Facilitated strategic planning meetings to determine code value standardization and drove non-functional requirements gathering.

Security Analyst

2015

- Cataloged user access for disparate systems and applications to determine access privileges for each team. Ensured alignment with enterprise access provisioning requirements.
- Instrumental in elevating company security posture by ascertaining user access rights and mitigating risk and exposure.

Requirements Analyst

2012 – 2015

- Accurately tracked and devised non-functional requirements for all releases with meticulous attention to detail. Presented to senior development leads for review and approval.
- Scrupulously reviewed all requirements for accuracy and ensured testability by QA test teams.
- UX Designer: Effectively interviewed end users 1:1 and in group settings to gather requirements on new UI screens and coordinated with cross-functional teams and new vendors to ensure alignment with key initiatives.
- Precisely tracked security changes for new feature requests and presented to senior leadership for review.
- Partnered with development and QA team to build and test inventory system with comprehensive tracking and documentation.

QA Tester

2009 – 2012

- Leveraged tools/features of TOAD for testing of new data elements in an Oracle OLTP environment
- Created MS Access application for flat file testing.
- Conducted comprehensive SQL testing of new data elements utilized for deployment.
- Contributed expertise by proficiently conducting metadata analysis on workload processes.

Data Quality Analyst

2006 – 2009

- Recruited into organization as consultant and rapidly converted to FTE.
- Meticulously reviewed and analyzed design documentation and ensured project alignment with data quality requirements.
- Assessed and addressed data quality issues by effectively engaging the project change control process.
- Key contributor to conceptualizing data quality test strategy utilized by software testing team to seamlessly develop data quality test cases.

Previous Experience

- **Sun Microsystems and StorageTek (Both are now part of Oracle)** **Prior to 2004**
 - *IR Business Technologist III/System Analyst and Senior Business Process Consultant*
- **GS2.NET, Incorporated**
 - *Director of Web Services/Senior Solutions Engineer*
- **US West Communications (Now Lumen Technologies)**
 - *Software Engineer*
- **University of Colorado Denver – College of Business**
 - *Web Developer | Computer Lab Manager | Computer Lab Advisor | Office Staff | Graduate Student Advisor*

Education & Professional Development

- **Technical and Professional Writing Certificate**
 - University of Colorado Denver Denver, CO
- **Master's Degrees – MBA and MS Information Systems**
 - University of Colorado Denver Denver, CO
- **Bachelor's Degree – Political Science**
 - Colorado State University Fort Collins, CO

Technical Skills

Applications: Slack, Smartsheets, Google Docs, Google Analytics, Google BardAI, Word, Excel, PowerPoint, Visio, SharePoint, Microsoft Project, Microsoft Teams 1.5, NVDA, ColorOracle, Adobe Acrobat Accessibility Checker, PowerPoint Accessibility | **Software:** TOAD Data Point 5.6, JIRA, Confluence, Bugzilla | **Databases:** Oracle, Microsoft Access | **Operating Systems:** Windows | **Languages:** Markdown, CSS, SQL, HTML, JIRA Query Language (JQL) | **Technologies:** Git, Github, Figma, DITA and Oxygen XML, Photoshop, Filezilla, Sublime, Drupal 10, Tableau, SAS, HP Application Lifecycle Management Quality Center (HP ALM), UNIX, UNIX vi Editor, WCAG, Section 508, W3C Web Accessibility Initiative (WAI)

Affiliations/Community Contributions

- **Society for Technical Communication**
- **Englewood Chamber of Commerce**