John Doe

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Senior Business Analyst with 4+ years of experience gathering and analyzing complex business requirements, translating them into clear technical specifications, and leading cross-functional teams through development lifecycle. Expertise in stakeholder management, requirements documentation, user story development, and agile backlog prioritization. Proven ability to bridge communication gap between business users and development teams, resulting in on-time, high-quality deliverables.

▪ PROFESSIONAL EXPERIENCE

Global Retail Solutions Inc. • *Senior Business Analyst*   January 2023 – Present
Boston, MA

▸ Stakeholder Identification & Engagement

- Identified and engaged 6+ key stakeholders across Tax Department, Finance, Operations, IT Systems, and Legal/Compliance
- Created stakeholder register documenting needs, pain points, business priorities, communication preferences, and engagement strategies
- Conducted discovery interviews with each stakeholder group to understand requirements, concerns, and success criteria

Techniques & Tools Used:

Stakeholder register creation, Communication strategy planning, Change tracking & management

▸ Requirements Gathering (Multi-Method Approach)

- Conducted 12 discovery interviews to understand tax rules and current challenges
- Facilitated 8 requirements workshops with stakeholders mapping current manual processes versus future automated dashboard
- Reviewed current tax reports and regulations for each jurisdiction
- Shadowed tax team workflows observing manual steps, pain points, and data challenges
- Documented root causes of current inefficiencies including manual calculations, inconsistent formats, and missed deadlines

Techniques & Tools Used:

Discovery interviews (12 sessions), Requirements workshops with Miro, Process observation & shadowing, Documentation review & analysis

▸ Current vs. Future State Analysis & Documentation

- Documented current state operating model (manual spreadsheets, multiple file formats, inconsistent tax rules applied per country)
- Outlined future state vision (centralized data repository, automated tax calculation engine, compliance deadline alerts, role-based dashboards)
- Created visual process flows and documented business case for transformation
- Demonstrated impact on time savings, accuracy, and compliance improvements

Techniques & Tools Used:

Process flows (Microsoft Visio), As-Is/To-Be state analysis, Business case development

▸ Comprehensive Requirements Documentation

- Created 18+ user stories with detailed acceptance criteria using Given/When/Then format
- Developed process flow diagrams showing stakeholder interactions, data transformations, and decision logic
- Built comprehensive data dictionary defining 20+ critical fields (transaction amount, jurisdiction, product type, tax rate, exemption status, filing period, calculation rules)
- Created UI mockups showing role-based dashboard views for Finance Director (financial metrics), Tax Specialist (transaction details), and Compliance Officer (filing deadlines/issues) to address different user personas and stakeholder needs
- Defined test scenarios covering tax jurisdiction logic, exemption rules, filing calculations, edge cases, and error handling

Techniques & Tools Used:

User stories (Given/When/Then format), Data dictionary creation, UI mockups (Figma), Process flow diagrams, Test scenario documentation

▸ Epic Definition & Backlog Prioritization

- Defined 4 major epics based on discovered business requirements: Multi-Jurisdiction Tax Rule Engine, Product Categorization & Exemption Management, Filing Deadline Tracking & Compliance Alerts, Reporting & Analytics Platform

- Prioritized backlog of 45 user stories using MoSCoW method with stakeholder consensus
- Sequenced Must Have, Should Have, and Could Have features across 4-quarter delivery roadmap
- Mapped dependencies between critical stories preventing downstream blockers

Techniques & Tools Used:

Epic definition & decomposition, MoSCoW prioritization method, Dependency mapping, Roadmap planning (Jira)

▸ Sprint Planning & Development Collaboration

- Collaborated with development team on story sizing using story points, capacity planning, and complexity assessment
- Identified oversized stories and decomposed into smaller, estimable units
- Ensured acceptance criteria clarity and completeness before sprint commitment
- Reduced rework and clarification requests by 40% through detailed requirements specification

Techniques & Tools Used:

Story sizing & estimation, Sprint planning & capacity planning, Jira & Azure DevOps

▸ Testing & Quality Assurance

- Defined acceptance test scenarios and test cases mapped directly to user story acceptance criteria
- Established 100% requirements traceability matrix connecting business needs to technical implementation to test coverage
- Managed UAT coordination with business users and operations team, facilitating testing sessions
- Validated system met all acceptance criteria before production deployment

Techniques & Tools Used:

Test scenario planning, Requirements traceability matrix, UAT coordination & facilitation, Defect triage & management

Results Delivered:

70% Time Saved   **100% Compliance**   **15K Transactions/Day**   **4.8★ Satisfaction**

▪ CORE COMPETENCIES

Requirements & Analysis
- Requirements Gathering & Elicitation
- Stakeholder Analysis & Engagement
- Process Mapping & Documentation
- Business Requirements Documents
- Data Requirements Analysis
- Gap Analysis & Root Cause Analysis

Documentation & Communication
- UI/UX Mockups & Wireframes
- Process Flow Diagrams
- Data Dictionary & Data Models
- Requirements Traceability Matrix
- Technical Specifications
- Stakeholder Communication Plans

User Story & Backlog Management
- User Story Writing
- Acceptance Criteria Definition
- Epic Definition & Decomposition
- Backlog Prioritization (MoSCoW)
- Story Point Estimation
- Dependency Mapping

Testing & Quality
- Test Case Development
- Test Scenario Planning
- UAT Coordination
- Defect Triage & Management
- Requirements Validation

▪ TOOLS & TECHNOLOGIES

Project Management & Agile
- Jira (Epic/Story creation, backlog management)
- Azure DevOps (work items, sprints, reporting)
- Confluence (documentation, requirements wiki)
- Trello & Monday.com (project tracking)

Documentation & Design
- Figma (wireframes, mockups, prototypes)
- Miro (workshops, process mapping)
- Microsoft Visio (flowcharts, diagrams)
- Microsoft Office Suite (Word, Excel, PowerPoint)

Other Tools & Skills
- Google Workspace
- SQL (query reading & interpretation)
- Data analysis & visualization

EDUCATION

University of Massachusetts Boston
Master of Business Administration (MBA)
2018

Boston University
Bachelor of Science, Business Administration
2016

CERTIFICATIONS

- Certified Business Analyst (CBA), IIBA – 2022
- Scrum Product Owner (CSPO), Scrum Alliance – 2021
- Advanced Requirement Analysis Workshop – 2022