

THEA RASINS

Overland Park, Kansas – 9132218368 – thearasins@yahoo.com

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SUMMARY

I have successfully held the roles of Product Owner, Scrum Master, and Program Manager in Agile environments, and as a Senior Business Analyst and Project Manager in combination or waterfall. My abilities to clarify goals, clearly document complex projects and to keep each team member “on the same page” have been among the success factors for each project. To expand my own knowledge, I am currently taking an automated testing course and pursuing additional learning opportunities.

I seek a Product Owner / Senior Business Analyst role.

EMPLOYMENT HISTORY

VMLY&R (Kansas City, Missouri)

September 2019 - March 2020

Program Manager, Solutions Delivery / Software and Webpage development

- Establish development strategy for the Envoy project with SMEs from three companies
- Present project status and answer challenges from Client, SMEs and Stakeholders
- Resolve process / integration points / business rules, satisfying multiple organizations
- Champion user experience when designing the user interaction and system responses
- Create and validate JIRA user stories, with AC, for development and testing
- Facilitate a retrospective, at Client’s request, to cover an entire year, include 45+ SMEs
- Provide ongoing visibility to commitments; results benefiting multiple groups
- Step into Scrum Master responsibilities, conducting daily stand ups, retrospectives, etc.
- Streamline front-end development intake for multiple groups to a single point
- Create monthly Game Nights and present at the 2019 VMLY&R Annual Meeting

Quest Diagnostics (Lenexa, Kansas)

January 2019 - September 2019

Senior / Lead Business Analyst, Laboratory Systems Refactoring and Process Improvement

- Led SMEs to determine strategy, timelines, impact processes, product design, and requirements; create BRD, technical documents and end user training
- Liaise between each SME group to ensure the final product would meet individual needs
- Facilitate contentious interactions to achieve goals and maintain SME’s understanding
- Monitor changes to verify the project timelines/goals/needs would not be impact
- Document current and future processes, design wireframes and report layouts
- Create and validate JIRA user stories, with AC, for development and testing
- Conform to CMS, CLIA, SOX, HIPPA, HITECH Act, MACRA, CoC/CCF, OSHA, CDC, ICAO/IATA, DOT, various ISO standards, among others

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EMPLOYMENT HISTORY, continued

Blue Cross & Blue Shield of Kansas (Topeka, Kansas) April 2016 – November 2018

Senior Business Analyst/Product Owner, Software Development

- Identify all requirements to refactor legacy finance, HR and Payroll systems to Workday
- Present project status and answer challenges from Management and stakeholders
- Document current and future processes, design wireframes and report layouts
- Manage conversion of 130 system updates to Windows 10 and Office 2016
- Determine requirements to overhaul legacy systems and create new systems, using .Net, SOAP and REST APIs, XML, UMI, JSON, CSS, JAVA, SQL, Angular JavaScript, Cobol, among others
- Create Developer Community to increase internal communication and relationships
- Conform to FDIC, NAIC, IAIS, FRB, MCAS, HIPPA, COPPA, PCI DSS, various ISO standards, among others

Hallmark Corporation (Kansas City, Missouri)

April 2013 – March 2016

Business Analyst, Website, OMS and API Development

- Introduce, champion and train team to use Agile methods, values and principles
- Lead Development teams to use Scrum artifacts, take on Scrum roles and to self-organize
- Demonstrate and champion the use of Kanban boards and techniques
- Document current and future processes, design wireframes and report layouts
- Determine requirements to overhaul legacy systems, communicate with outside organizations, using .Net, CSS, JAVA, SQL, Angular JavaScript, among others
- Create and validate TFS (Team Foundation Server) user stories for development and testing
- Manage website, API, POS and handheld inventory device conversions/upgrades
- Work with ITIL to resolve performance issues / identify opportunities for improvement
- Conform to COPPA, PCI DDS, SOX, and various ISO standards, among others

H&R Block Corporation (Kansas City, Missouri)

May 2012 - November 2012

Business Analyst, Blockworks Project

- Define Blockworks requirements using Support statistics, SME experience and reports
- Create training plan for Technical Support teams, End Users and Branch Offices
- Determine current systems interfaces / processes / load capabilities for back-end processing
- Conform to COPPA, PCI DDS, SOX, various ISO standards, among others

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RELEVANT SKILLS

Strategy and Goal Setting, Story Map Creation and Utilization, Risk Analysis and Failure Indicators, Employee Engagement and Communication, Team Building / Collaboration, User Stories with Acceptance Criteria, Kanban Development and Facilitation, Backlog Grooming, JAD Session Leadership, Training Development and Delivery, Mediation and Facilitation, Retrospective Facilitation, Prioritization, Functional Specifications Document, Visual Process Representation, Story Sizing Techniques, Technical Writing, Implementation and Deployment, Work-stream Analysis / Management, Business Requirements Documents, Client and Stakeholder Management, Test Plan/Case Creation and Execution, Use Case Creation with Acceptance Criteria, Minimum Viable Product, ITIL, SAP, SOX, HIPPA, PII, etc.

OTHER INTERESTS

- Organize and participate in community improvement organizations (International Game Developers Association, IGDA, International Institute of Business Analysis, IIBA, International Requirements Engineering Board, IREB, etc.)
- Write and edit – IIBA's "Business Analysis Book of Knowledge 3.0", BABOK; "The Reconstruction" by Karl Wiegers
- Teaching and Mentoring – 7+ years as the VP of Professional Development for the KC IIBA, create BA and PM training materials and deliver training for multiple colleges and international organizations, Hand-Up Coach
- Travel and expand my understanding, (museums, non-fiction business books, networking, and helping others)

LANGUAGE: English

CERTIFICATION: Certified Scrum Product Owner (CSPO), 2016, cPrime, Virginia