

Elise C. Crooks

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Objective

- To positively impact the lives of others through technology and generosity
- Create cutting edge solutions that challenge my knowledge and skill set
- Contribute to the development of this technology-driven society to support a more successful future for all Jamaicans

Background

I am an analytical, enthusiastic and innovative professional who offers over 11 years of experience in consultancy services in Business Analysis, Software Quality Assurance Analysis, Software Development and Business and Product Branding.

As each project is unique and requires a variety of skills to be successful, my skills have shaped me into the perfect chameleon who offers a multi-faceted approach to transforming my clients pain points into business growth opportunities by ensuring quality standards, business objectives and optimized solutions are delivered one project at a time!

SKILLS

BUSINESS ANALYSIS SKILL

- Project initiation and scoping
- Business Case development
- Requirements Planning, Elicitation and Management
- Quality Reviews and Traceability Reports
- Data and Process Modelling
- Business Service Implementation
- Management of Business Cases, Risks and Schedules
- Agile (Scrum) and Waterfall Methodologies
- Business Assessments and Feasibility Studies
- Automated and Manual Reporting

SOFTWARE QUALITY ASSURANCE ANALYSIS SKILLS

- Strategic Software Test Planning
- Automated and Manual Software Testing
- Create and Manage Test Plans, Cases and Scenarios/Scripts and Test Data
- Train and Manage Business Users in Development Test Cases
- Managing Test Subject Matter Experts (SME)
- Manage Prioritization, Tracking and Closure of Defects
- Manage Testing Analysis, Assessment, Improvement and Execution and Result Reports
- Software Alpha Testing – Smoke, Integration, System, UI and Usability, Functional, Security, Performance, Regression,
- Sanity and Acceptance
- Software Beta Testing – Traditional, Public, Technical, Focused and Post Release Testing

SOFTWARE DEVELOPMENT SKILLS

- Website, Software and Mobile Application development
- UI/UX Design (mobile app, website and desktop)
- Database and Software Architecture and Design
- Social media and Search Engine Optimization (SEO)
- E-Commerce
- Content Management Systems
- Streaming and Live Webcasting
- Post Development Support and Maintenance
- Databases in SQL, MySQL, PostgreSQL
- APIs in Java, .Net

BUSINESS AND PRODUCT BRANDING SKILLS

- Creation of Business/Product Name, Tagline
- Iconography – Logo, Images for Business Cards, Letterheads and Custom Invoice Templates
- Social Media Marketing
- Brand Story, Purpose and Vision

TOOLS

BUSINESS ANALYSIS

- MicroSoft Applications
- Visio, Project, Excel, Word, PowerPoint, Outlook, Onenote, Skype, Access, Sharepoint, Teams and PowerBI
- Google Applications
- Drawings, Sheets, Docs, Forms, Slides and Calendar

DEVELOPMENT

- Mobile & Web Design/Development
- OS: Windows, Android, Linux
- Virtualization & Cloning Technologies
- Languages: SQL, JavaScript, PHP, HTML, VB Script.
- Platforms: Windows NT/2000/XP, UNIX, LINUX
- IDE: NetBeans, Eclipse, PHPDesigner, Selenium, Komodo, Aptana
- Framework: Zend, Symphony and CodeIgniter
- Database: MS SQL Server 2008, 2008 R2, 2012 & 2014, MS Access, MYSQL, PostgreSQL
- Web Servers: Apache: Tomcat and HTTP Server, Microsoft Internet Information Services (ISS)
- Other Applications: Adobe Photoshop & Silverlight, WordPress, Moodle

QUALITY ASSURANCE & BUSINESS ANALYSIS

- Testing Tools: JIRA, QAComplete, Selenium IDE, Camtasia studio
- Management Tools: MS Visio, Word, Excel, PowerPoint

PERSONAL ATTRIBUTES

- High aptitude for mastering new and technical skills, concepts and technologies quickly
- Strong analytical and technical abilities and keen attention to detail
- Exceptional problem solving and decision making capabilities
- Excellent communication and interpersonal skills.
- Multi Tasks and functions well in high pressure environments.
- Thrives in both independently and collaborative environments
- Possesses the character of a leader; I believe a good leader leads by example and with compassion.
- Excellent time & resource management and organizational skills

CERTIFICATION & TRAINING

CERTIFICATION

The International Institute of Business Analysis

- Certified Business Analysis Professional -CBAP (2017 - 2019)
- Entry Certificate in Business Analysis -ECBA (2016 - Present)

The American Society for Quality (2009 - Present)

- Lean Six Sigma Yellow Belt -CSSYB

DIPLOMAS & COURSES

The American Society for Quality (2009 - Present)

- Software Quality Engineer Training -CSQE
- Lean Six Sigma Yellow Belt Training -CSSYB

Alison E-Learning (2007 - 2009)

- Information Technology Management
- Web Design
- Network Security
- Business Analysis Training

RELEVANT WORK EXPERIENCE

VICTORIA MUTUAL BUILDING SOCIETY (VMBS) | 2019 - 2020

PENSIONS ONLINE PROJECT

This project aims at delivering two (2) online based, client-facing pension management softwares to the account holders of two individual Victoria Mutual Pension Management Funds. These softwares will allow the pension account holder to view their pension details online, download individual fund benefit statements and request for updates/changes to their pension plans.

My Responsibilities in the Development and Implementation of the Software are::

BUSINESS ANALYSIS:

Requirements

- The management of all software Requirements
 - Update requirements based on business changes
 - Manage requirements and test scripts tractability
 - Completed requirements reports

Analysis

- Conduct Software Post Implementation Reviews
- conduct requirements and solutions gap analysis

Process

- Created data flows diagrams and models
- Documented Procedures and work instructions

Training

- Prepare for and conduct end user training
- Monitor and report on learning progress

VICTORIA MUTUAL BUILDING SOCIETY (VMBS) | 2018 - 2020

CUSTOMER ONBOARDING PROJECT PHASE 2

An internet based solution that facilitates the management of electronic document processing. This customer facing solution was designed to reduce the length of time that it takes to properly process documents used during customer onboarding and maintenances as well as financial account openings.

The software allows:

1. Electronic documents to be shared with customers for electronic signature application
2. Customers are able to sign from remote locations external to a VMBS branch
3. Signed documents are digitally verified and approved and indexed
4. The software is integrated with the Victoria Mutual Building Society customer onboarding application

My Responsibilities in the Development and Implementation of the Software were:

BUSINESS ANALYSIS:

Requirements

- The management of all software Requirements
 - Update requirements based on business changes
 - Manage requirements and test scripts tractability
 - Completed requirements reports

Analysis

- Conduct impact assessment and solution analysis
- Conduct Software Post Implementation Reviews
- Conduct benefit realization projection assessments
- conduct requirements and solutions gap analysis

Process

- Created data flows diagrams and models
- Documented Procedures and work instructions
- Created Software User's Manual

Training

- Prepare for and conduct end user training using distance and self-paced learning techniques
- Monitor and report on learning progress

VICTORIA MUTUAL BUILDING SOCIETY (VMBS) | 2016 – 2019

CUSTOMER ONBOARDING PROJECT PHASE 1

An intranet based solution that was developed for a financial institution for the purposes of enforcing proper customer onboarding and financial account opening services for Victoria Mutual Building Society –VMBS, Victoria Mutual Prime Asset Management – VMPM and Victoria Mutual Wealth Management – VMWM. The features of the solution included the proper management of the following:

1. Collection and storage of customer data and documents
2. Onboarding of new customers to the financial institution
3. Maintenance of existing customers data.
4. Opening of new financial accounts.
5. Screening of customers against international and local sanctions list.
6. Management of onboarding related customer emails.
7. Management of internal onboarding related notifications.

My Responsibilities in the Development and Implementation of the Software were:

QUALITY ASSURANCE ANALYSIS

- The management of a 10 member quality assurance team
- Developing test procedures and protocols
- Conducting test planning and preparations
- Organizing work and vacation schedules
- Scheduling daily test assignments
- Approving and reporting on test results
- Leading Test Executions:
 - User acceptance tests, System tests, Integration tests
- Management of software variances and reporting

BUSINESS ANALYSIS:

- The management of over 500 Requirements
 - Update requirements based on business changes
 - Manage requirements and test scripts tractability
- Conduct Software Post Implementation Reviews
- Create System architecture and data flows diagrams and models

GRAPHIC DESIGN ARTIST, SOFTWARE DEVELOPER & BUSINESS ANALYST

WRIGHT'S ELECTRICAL & TECHNICAL SERVICES | 2016

Four month contract to design business logo and slogan; design, develop and test an invoice and inventory system.

- Design and create graphics for business Logos and business cards
- Design Marketing strategies across social media platforms
- Design and create databases in Microsoft Access and Visual Basic
- Document business and functional requirements for invoice and inventory solution development
- Design and create invoice and inventory solution in Microsoft Excel infused with Visual Basic components

QA Analysis - Document and execute test scenarios, scripts and cases

QUALITY ASSURANCE ANALYST & SYSTEMS ADMINISTRATOR

ATLAS ARMoured LIMITED | 9 Trevennion RD, KGN 5 | Deposit Processing Unit | 2013 - 2015

Two year contract managing software solution implementation and system user activities

- Document and Execute Test Scenarios, Cases and Scripts for : System Testing (ST), User Acceptance Testing (UAT)
- Management of Defect Tracking and Reports
- Managed System User Roles and Permissions
- Managed Web Security

SOFTWARE DEVELOPER, BUSINESS & QUALITY ANALYST

NEW GENERATION SOLUTION LTD (NGS) | 3 West Arcadia Rd, KGN 5 | 2008 - 2013

Five year tenure managing all phases of software development for a solution that offers payroll, human resource management, leave entitlement management and loan payment management solution.

QUALITY ASSURANCE & BUSINESS ANALYSIS

- Requirements elicitation from corporate Jamaica
- Requirements Analysis and management
- Manage Joint Application Development (JAD) sessions and status meetings
- Manage Change Management processes
- Develop Test Plans , Test Scenarios, Cases and Scripts
- Document and Execute: Integration, Smoke, Security, Performance, UI and Usability, Technical, Focused, Functional, Regression and Acceptance Tests
- Manage Defect and reports
- Prepare Requirements Traceability Reports
- Performed Gap Analysis to identify requirement non-compliance for system upgrades and implementation
- Train Technical & End Users
- Create marketing strategies and graphics for conferences and in house demonstrations

SOFTWARE DEVELOPMENT

- Prepare Technical Specification Document
- Design and Develop Payroll, HRM and Leave Entitlement Solution that integrates with MS SQL Server 2008, 2008 R2, 2012, MYSQL databases and Visual Basic Databases Structures.
- Trained and supervised junior developers
- Managed client consultations
- Developed Software Solutions in various Languages: SQL, Visual Basic, Visual FoxPro, PHP, HTML