

# Taha Shipchandler

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## Professional Summary

**Business analyst** with 15+ years of experience in creating, interpreting and analyzing requirements and specifications for driving business solutions. Keen ability to drive company agenda across cross-cultural individuals and nationalities. **PMP certified** with the technical expertise and business acumen necessary to translate business requirements and objectives into scalable, highly resilient, and successful completed projects.

## Skills & Abilities

LANGUAGES	JSON, Php, XML, ASP, JavaScript, DITA, HTML
DATABASE	MSSQL, DB2, Oracle, Access, SQLite, Big Data
SOFTWARE	MS Office, SharePoint, Visio, Adobe Suite
BI & ANALYTICS	Hadoop, Excel, SRSS, Crystal Reports, SQL
AGILE TOOLS	Jira, ITIL, SAFe

## Experience

### **BUSINESS ANALYST | PRECHECK | 2/2018 – PRESENT**

- In the PMO team driving application development projects by getting inputs and buy-in from business, compliance, development, and operations
- Created baseline functional specifications and technical specifications templates to be used companywide by PMO and development
- Created the Functional Specifications Manual for the most important application in the company, License Manager Pro
- Adept at leading meetings to consensus decisions, interviewing SME's for knowledge gathering for business analysis and technical writing content.

### **BUSINESS ANALYST, SCRUM MASTER | CAPITALONE | 10/2017 – 1/2018**

- Worked on a large data warehouse migration team project from legacy databases to Snowflake cloud database on Amazon Web Services (AWC)
- Technologies utilized were Hadoop, Jenkins, and several other Big Data stacks
- Served as Scrum Master for two ten-person teams in the home loans line of business
- Conducted daily standups, sprint planning, sprint review and retrospective scrum ceremonies, worked extensively with Jira, facilitated dependencies with other teams in a tightly run scaled Agile environment.
- Compiled the minutes of every S2 meeting in conjunction with the meeting chair, and distributed it to all invitees, thus increasing team productivity by 25%.

**PROJECT MANAGER | NY STATE DEPT. OF HEALTH | 1/2017 – 9/2017**

- Facilitated compilation of knowledgebases for statewide healthcare software applications under the direction of the CIO and met expected timelines.
- Conducted a series of meetings with technical and business owners to solicit data related to servers, middleware, network, database, configuration, account management and business aspects of the statewide software applications
- Prepared a design document for an enterprise web application under the direction of a senior architect which included system architecture, data dictionary, UI/UX, authentication & authorization, test plan & scenarios, information security, hosting environment, load profile & expected response times.
- Prepared a detailed Disaster Recovery Playbook in conjunction with several SMEs for a major, scheduled, failover event with 30% increased efficiency.

**BUSINESS ANALYST | HOUSTON POLICE DEPARTMENT | 4/2015 – 12/2016**

- Played key role in preparation of the winning bid that secured the project amongst a field of twelve competitors for the implementation of two enterprise case management systems
- Interviewed several SMEs to prepare detailed design specifications and test scripts.
- Participated in daily Agile code review sessions
- Implemented data analytics and created BI dashboards with associated pie charts and bar graphs using the BOARD tool in conjunction with the Director of Professional Services.
- Created detailed user & admin manuals and manuscripts for other software tools each over 250 pages which reduced the learning curve of the users by 40%.

**BUSINESS ANALYST | SHIPCOM WIRELESS | 9/2010 – 3/2015**

- Developed context-sensitive online help utilizing Adobe RoboHelp for enterprise application projects thus reducing the users learning curve by 30%.
- Implemented workflow and systems diagrams in Visio, conducted requirements gathering sessions, and developed detailed design documents in conjunction with the Chief Architect
- Pioneered the creation of Helpdesk and associated call center for an enterprise application.
- Successfully worked as an analyst on a 4-person team assigned to close a large project thus paving way for a substantial new project for the company.

**BUSINESS ANALYST, WEB DEVELOPER | DATAMATIX, INC. | 1/2003 – 8/2010**

- Honed entrepreneurial skills by being a self-employed web developer. Acquired and successfully implemented projects in the public sector and the oil & gas industry. Implemented E-commerce & web applications with Microsoft stack. Gained expertise in all phases of SDLC including, design, development, testing, installation, support, enhancements, training, and documentation.
- Few notable companies worked for are BP, Powell, Koch, Brown & Root, City of Houston, Texas Tech, Olin

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- Honed business development skills to keep the sales pipeline full.
- Fine-tuned technical and soft skills to successfully handle client requirements.

## **Education**

### **M.S. | UNIVERSITY OF HOUSTON**

- Major: Industrial Engineering

### **B.S. | MANIPAL INSTITUTE OF TECHNOLOGY**

- Major: Electrical Engineering

## **Certification**

### **PMP | PMI.ORG**

Project Management Professional