

Dreunna Holland
Dreunna.williams2004@yahoo.com
850-445-4987

Summary

- Over 17 years of experience with Information Technology.
- Over 17 Years of experience with Business Analysis and Project Management.
- Over 8 years of experience with Public Sector/Government.
- Extensive experience with use cases, workflow/process diagrams, data flow/data model diagrams, policy and strategy.
- Experienced in designing, writing, developing and maintaining relational database reports, Business Process Modeling
- Experienced with SAP, SharePoint, and Microsoft Office, workflow diagrams, customer service and SQL.
- Excellent listening, reporting and communication skills.

Skills

- Requirements Gathering
- Agile
- Scrum
- User Acceptance Testing
- Waterfall
- Application Development
- Business Analysis
- Business Requirements
- SQL
- Visio
- Test Cases
- User Interface (UI)
- SDLC
- Microsoft SQL Server
- Business Process Modeling

Education

Master degree in Business Administration

- University of Phoenix - Jacksonville, FL September 2010

Bachelor Degree in Computer Information Systems

- Florida A&M University - Tallahassee, FL August 2008

Experience

Marquis Software - Tallahassee, FL

December 2020 to present

Position: Systems Analyst

- Organizes and leads JAD sessions with stakeholders from the Department of Corrections to gather and validate system requirements. Create a collaborative environment that encourages participation and ensures all voices are heard.
- Retrieves and documents detailed functional and non-functional requirements from the Department of Corrections. Utilizes various techniques, including interviews, surveys, and workshops, to ensure comprehensive coverage of user needs.
- Acts as the primary liaison between the development team and stakeholders at the Department of Corrections. Regularly communicate project updates, gather feedback, and manage expectations to ensure alignment with project goals.
- Analyzes existing workflows and processes within the Department of Corrections. Develops process maps to identify inefficiencies and areas for improvement, and propose solutions that leverage

technology to enhance operational efficiency.

- Collaborates with the development team to create prototypes based on gathered requirements. Facilitate user testing sessions with stakeholders from the Department of Corrections to validate the prototypes and ensure they meet user needs before full-scale development.
- Assists in managing changes resulting from system implementations. Develop training materials and conduct training sessions for Department of Corrections staff to ensure smooth adoption of new systems and processes.

Geek Sources Inc. - Tallahassee, FL

August 2020 to December 2020

Position: Business Analyst

- Analyze FDEP programs and State of Florida Water Management Districts business processes.
- Facilitated joint requirements planning workshops with the FDEP business leads and stakeholders.
- Collaborated with the business leads, stakeholders and technical team to develop a Discovery Scoping Report for Watershed Information Network (WIN) Continuous Monitoring (CM).
- Gathered business and technical requirements.
- Updated User Stories in JIRA for WIN CM project.
- Developed and maintained business relationships with staff, Information Technology personnel, and managers.

Advanced Systems Design - Tallahassee, FL

November 2019 to March 2020

Position: Business Analyst

- Researched FDOT business processes and their inter-relationships.
- Facilitated joint analysis workshops with the business units.
- Gathered business and technical requirements.
- Provided project management oversight for team activities.
- Collaborated with the technical and functional teams to develop the Technical Specification and other documents needed in support of the solution.
- Developed Test Plans and Test Cases.
- Conducted User Acceptance Testing and Regression Testing.
- Coordinated Integration Testing of related Applications and/or Systems.
- Performed oversight reviews of requirements deliverables for compliance with department standards.

Florida Senate - Tallahassee, FL

September 2016 to August 2019

Position: Senior Business Analyst

- Acted as a conduit between the Senators, Attorneys, and Committees and the IT organization in order to provide technical solutions that meet the user needs.
- Modernized the Senate systems and enhances the workflow.
- Obtained thorough knowledge of the Senate system and the Senate business processes.
- Worked with stakeholders to gather and write requirements.
- Served as Product owner in Scrum methodology.
- Communicated progress, obstacles, and accomplishments to management.
- Collaborated with the IT team and business users to relay the requirements and functional specifications.
- Fosters relationships with stakeholders to build a community of trust.
- Supported the Senators, Senate staff and the public.
- Maintained records related to projects such as scope change control documentation cost-change control documentation and revised requirement documents (essentially all business documents throughout the life of the project).
- Conducted Business meetings with stakeholders and IT to ensure technical solutions are correct for

process improvements.

Aflac - Columbus, GA

June 2014 to September 2016

Position: Business Process Analyst

- Acted as a liaison between business units and IT by opening and maintaining lines of communication to monitor and improve satisfaction.
- Managed business unit expectations of initiatives and projects.
- Maintained records related to projects such as scope change control documentation cost-change control documentation and revised requirement documents (essentially all business documents throughout the life of the project).
- Researched available information and standards for maintaining information in systems.
- Communicated and collaborated with technical and nontechnical staff.
- Conducted Joint Application Development sessions with business units and IT to enable technical solutions that allows for process improvements.
- Managed the process in developing the project charter to include conducting a preliminary assessment of business needs.
- Applied appropriate analysis to business unit issues to provide the best resolution and satisfy internal and external customers.
- Used knowledge of processes and their relevancy to project development to effectively address the customer's needs and initiates timely action to meet them.

Reach One Teach One - Quincy, FL

January 2014 to June 2014

Position: Business Consultant

- Developed accurate project deliverables for the charter school opening.
- Assisted with vendor selection for Technology for the students that will be attending the charter school.
- Analyzed and evaluated new technological advancements and productivity enhancement tools.
- Discussed process flows and identified process bottlenecks for the upcoming school year 2014/2015.
- Created reports to support quality reviews and to provide management information to the Director of the charter school.
- Worked with end users in designing, writing, developing, and maintaining relational database reports and outputs.
- Ensured that all business requirements were met through the design process and were successfully delivered as planned.

Synovus - Columbus, GA

October 2013 to January 2014

Position: Business Systems Analyst

- Provided business and technical solutions to end-users by overseeing the required resources needed to find solutions.
- Prioritized requested business unit information solutions to ensure resources were applied to the highest priority activities.
- Developed and maintained business relationships with staff, Information Technology personnel, and managers.
- Provided training and end-user support to business units.
- Investigated complex strategic business issues and researched inventive solutions
- Collaborated with stakeholders to elicit their business concerns and developed workable solutions.
- Translated stakeholder requirements into various documentation deliverables such as functional specifications, use cases, workflow/process diagrams, data flow/data model diagrams.

- Worked directly with technical development team to validate requirements and solution design.
- Analyzed and evaluated new technological advancements and productivity enhancement tools.
- Interacted with managers and supervisors to determine requirements for new or modified software and hardware products.
- Overseen system upgrades and periodic testing and the implementation of contingency plans to ensure the availability of applications in case of system failure.
- Ensured system backups were executed and offsite data storage was maintained for sub-systems.
- Corrected and implemented system programs and procedures discovered through internal and external system reviews.
- Coordinated and scheduled system maintenance activities.
- Worked with end users in designing, writing, developing and maintaining relational database reports and outputs.
- Developed and administered end-user support programs.
- Identified Change Management impacts and planned initiatives.
- Served as a project lead on low to mid-level projects, and as a key contributor providing systems related information.

Reach One Teach One - Quincy, FL

July 2012 to January 2014

Position: Business Analyst/Project Manager

- Identified Change Management impacts and performed feasibility studies.
- Facilitated problem solving within project team and staff.
- Collaborated with the CEO to elicit her business concerns and developed workable solutions.
- Gathered and drove the CEO requirements and product vision through the planning, analysis, development, and testing phase.
- Translated the CEO requirements into various documentation deliverables such as functional specifications, use cases, workflow/process diagrams, data flow/data model diagrams
- Ensure that all business requirements were met through the design process and were successfully delivered as planned.
- Reviewed project quality and developed plans for implementation of a new charter school with staff.
- Conducted interviews and performed analyses for initiatives and charter school upcoming projects.
- Participated in Business Process Modeling sessions as a facilitator.
- Coordinated public relations and company events, marketing and activities.
- Assisted owner with the requirements phase to define and identify the scope of the charter school project.
- Assessed variances from the project plan, gathered metrics, and developed and implemented changes as necessary to ensure that the project remained within specified scope, time, cost and quality objectives.
- Provided the technical project team with constructive feedback pertaining to project performance.
- Monitored project milestones, technical status and critical dates to identify potential jeopardy of project schedule.
- Implementation Specialist ADP Business Process - Augusta, GA January 2011 to April 2012
- Generated and maintained key project documents, work-plans, status reports issue and resolution logs and change control documents.
- Utilized the documents to communicate project status to the client.
- Effectively executed project control and determined appropriate issue resolution/alternative. Maintained current client profile data and escalated project issues to client and executives as necessary.
- Developed and communicated the project plan tasks through MS Project and assigned tasks to the

- appropriate team member.
- Monitored task progress and mentored new team members on project task execution and internal operational procedures.
- Effectively communicated with all business partners ensuring appropriate and timely updates to any potentially impacted group or individual.
- Independently conducted presentations and overviews for clients, agencies, or business partners.
- Possessed excellent organizational, planning and time management skills for managing multiple and conflicting activities
- Provided implementation services, using standardized processes, and tools to implement new clients utilizing ADP Resource tools and standards to consistently produce error free results in a timely manner.
- Managed client expectations regarding deliverables including providing best practices and guidance, processing change controls, managing scope and clearly explaining roles and responsibilities.
- Ensure that all business requirements were met through the technical design process and were successfully delivered as planned.
- Worked with internal teams and partners on basic application configuration, documentation, and solution testing.

Convergys Corporation - Jacksonville, FL

September 2008 to October 2009

Position: Programmer Analyst

- Designed and wrote complex programs and system interfaces in SAP in accordance with State of Florida specifications.
- Performed unit tests of system interfaces for complex programs in SAP prior to release of code for Quality Assurance testing.
- Participated with SAP upgrade for State of Florida People First system.
- Maintained strong computer skills with current technical knowledge, i.e., proficiency w/MS Office (Excel/PP)
- Worked on multiple projects that included time and management, human resources, and payroll for the State of Florida.
- Exhibited excellent oral and written communication skills.
- Recognized, acknowledged and addressed problems surfacing in the installation/training process.

Convergys Corporation - Jacksonville, FL

May 2007 to August 2008

Position: Intern

- Taught SAP training classes to the operations team and other employees.
- Organized and facilitated problem-solving discussions with the State of Florida, internal operations team, and project managers to resolve issues requiring a focused approach to maintain project continuity and requirements and performed quality assurance for the new and re-designed benefits module in SAP.
- Performed configuration work as needed to support new and existing functionality in SAP and SharePoint.
- Created Function Design Documents (FDD's) based on the Use Case Documents recreating by the Business Analyst
- Efficiently planned workload and prioritized to meet deadlines.
- Superior communication skills including telephone, virtual methods, written, and verbal skills to effectively implement and train clients on applications.
- Adapted to work environment, demonstrated ability to meet deadlines, dealt with multiple demands, distractions and interruptions.

- Coordinated with users to determine and document business and user requirements, process flow definitions, and functional specifications.

Convergys Corporation - Jacksonville, FL

May 2006 to May 2007

Position: Intern

- Reviewed functional specifications to determine test cases.
- Participated in testing and requirements gathering meetings involving developers, analysts, business analysts and clients and reviewed functional specifications to determine test cases.
- Ensured Change Requests for Defect fixes in Mercury Quality Center were developed according to the State of Florida specifications.
- Developed detailed test strategies, scenarios, conditions, scripts and test plans for the purpose of testing and validating each assignment.