**[Business Analyst Product Development](https://www.postjobfree.com/resume/ady3yw/business-analyst-product-wake-forest-nc)**

**Location:**Wake Forest, NC

**Posted:**August 21, 2023

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**Resume:**

Dawn L. Criswell, MS, RHIA, FAHIMA

Senior Business Analyst

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Motivated and dedicated Senior Business Analyst offering experience delivering cost-effective, high-performance technology solutions to meet shifting organizational demands. Astute technology-business professional translates operational needs into technical solutions. Equipped with analytics and reporting expertise to provide insights in using data-driven philosophy.

Detail oriented professional with desire to take on new challenges. Strong worth ethic, adaptability, and exceptional interpersonal skills. Adept at working effectively unsupervised and quickly mastering new skills.

Core Competencies

Agile Certified Product Owner (SAFe POCM)

Presentations

Reporting

Customer success

Critical thinking

Subject Matter Expert

MS SQL

Customer-driven mentality

Business Intelligence

Data Analytics

Population Health

Root cause analysis

Standard Operating Procedures (SOP)

System Development Lifecycle (SDLC)

Endless abundance of curiosity

Workflow optimization

Health Information Management

FDA Real World Experience (RWE)

Regulatory, Risk & Compliance

Key Performance Indicators (KPIs)

High-energy, agile and competitive with a bias for action

Professional Experience

Robert Half Remote 2023-Present

Senior Business Analyst

Join forces with business stakeholders and customers to understand complex problems and resolve issues.

Translate customer needs, business constraints, and regulatory requirements into functional performance requirements

Team up with system architects and engineers to ensure requirements define major concepts, intended environments and relationships between them

Thorough and meticulous maintenance of functional specification documentation in a concise format

Manage maintenance of the risk management plan, including risk analysis, by identifying and mitigating hazards associated with a design

Evaluate risk by using methodologies such as DFMEA and Risk/Hazard Analysis

Conduct impact analysis on design reviews throughout product development process and implement any necessary revisions

Effectively work with test engineering, throughout the project to drive efficiency in verification and validation

Intrinsic Clinical Systems Remote 2021 –2023

Senior Business Analyst

Networked with clients to optimize enhancements, integration with systems and reporting.

Defined requirements for developers while simultaneously collaborating with client to refine requirements

Directed process mapping to successfully implement Intrinsic resource management tool

Designed User Requirements, Functional Requirements and Traceability Matrix

Developed Power BI reports

Teamed up with architects to build integrations

Expedited the definition of the project scope, milestones, tasks, deliverables, and resource requirements

Collaborated with Global IT Solutions functional groups by adhering to established Standard Operating Procedures (SOP) to ensure that business requirements are delivered through successful project implementation of optimal, cost-effective, regulated solutions

IQVIA Durham, NC 2020 –2021

Senior Business Systems Analyst

Completed requirements gathering and analysis to provide high quality and detailed requirements, ensuring the closest involvement with, and agreement from, the user community

Collaborated with applicable business groups and product development team to create requirement documents

Facilitated and/or participated in joint analysis and design sessions with developers to understand needs of the customer

Aided with process modeling to clarify business requirements, and enhance business processes, in conjunction with solution design and implementation

Subject matter expert for IQVIA technology systems. Assisted in knowledge transfer to other technical staff members of business data processes

Collaborated with developers and other analysts to ensure adherence to business requirements and customer needs

Triaged issues reported and resolved conflicted end-user requirements

Utilized Jira requirements management tool to author and input requirements and user stories

Understood System Development Lifecycle (SDLC) and Computer System Validation (CSV) procedures, as appropriate

Reviewed SDLC Development and Validation document(s) prior to authorization, to ensure that it incorporates previously captured requirements, and includes tests or test steps that explicitly address each identified user requirement

Collaborated with Global IT Solutions functional groups by adhering to established Standard Operating Procedures (SOP) to ensure that business requirements are delivered through successful project implementation of optimal, cost-effective, regulated solutions

Allscripts Raleigh, NC 2017 - 2020

Expert Clinical Business Analyst

Applied clinical knowledge to integrate clinical practice and technology into workflows that support safe and efficient patient care

Served as a skilled clinical resource in support of non-clinical team members

Acted as a liaison between end users, clinicians, non-clinical analysts, and development

Created visualization dashboards via MicroStrategy reporting tool

Maintained requirements, features, and product backlog items, including acceptance criteria and dependencies, in Jira

Networked with business users to understand new business requirements and enhancement requests

Translated business requirements into product-specific designs and configuration, by detailing requirement specifications and use cases

Delivered functional specifications, design documents, clinical process workflow and related documentation for new development projects and/or enhancement and modification requests to be used by Clinical Systems Analyst

Executed functional application configuration to run reports at user request

Designed and executed functional, integration, and regression test plans for new application functionality, product releases and enhancement and regulatory modifications using clinical scenarios and use cases

Demonstrated new functionality to clinical users seeking inputs on future direction of application

Directly interfaced with business users by responding to support calls escalated by the Service Desk

Presented in user focus groups and requirements workshops, vendor training and demonstrations

Siemens Healthcare Malvern, PA 1999-2014

Clinical Business Analyst

Created, developed, and supported meaningful and applicable software for customer use by acting as a liaison to customers and development support staff

Participated in and guided elicitation, documentation and evaluation of complex user requirements

Authored and published software documentation for applicable release

Traveled with sales team for application demonstrations to existing and potential customers.

Developed complex research, analysis, documentation and validation of functional requirements, use cases, functional specifications, test plans, and customer/beta education

Actively participated in development of functional specifications and Crystal reports for Decision Support Services (DSS) releases, via customer contact and in-house marketing, in testing and quality assurance of DSS releases, in training of customers (Siemens employees and DSS customers), and in successful International Organization for Standardization (ISO) audit

Ensured data quality system-wide by working closely with Information Services Department

Assured proper coding and billing procedures by maintaining partnership with Patient Accounting and IT departments

Education & Credentials

Master of Science, Healthcare Administration

Saint Joseph’s University, Philadelphia, PA

Bachelor of Science, Health Records Administration

Temple University, Philadelphia, PA

Registered Health Information Administrator (RHIA)

American Health Information Management Association (AHIMA)

Fellow member (FAHIMA)