JESSIE FORRESTER

IT BUSINESS ANALYST /
PRODUCT MANAGER

EMAIL
Jessie.Forrester@gmail.com

PHONE
770.315.9808

EXPERIENCE

Senior Business Analyst

The Woodruff Arts Center   Dec '14 - Present

In 2014 I took the opportunity to become a member of the IT department at the Woodruff Arts Center in Atlanta. Through management changes my role evolved from Business Systems Analyst on the Apps team to primary IT Business Analyst for the entire department.

Notable Accomplishments

- Acquired all requirements and wrote project plan for Tableau implementation. Managed all project tasks up to final execution.
- Researched, gathered requirements, evaluated vendors, and created mockups, processes, and select pages for new ticketing kiosk
- Converted legacy reports written and designed in Infomaker into modern, pleasant looking SSRS reports
- Discovered and managed relationship with digital signage software provider, implementing the first marketing digital signage on campus and managing the expansion of this effort
- Created processes, app designs, mockups, and implementation plans for multiple projects including the High Art Museum's smARTbox, Robert Shaw Room management, and implementation of digital signage across campus.
- Managed cross-campus big data initiatives, including driving users to utilizing tools such as Tableau

Skills Utilized

- Created and updated reports in SSRS using Visual Studio 2013
- Documented project and application requirements from customers
- Managed all IT team sprints and collaborated with Project Managers to insure tasks were being added to ServiceNow and completed.
- Researched vendors and products and created comparison documentation
- Wrote and executed SQL queries to retrieve one-time data sets as needed
- Built mockups, wireframes, and basic web forms as needed,

SKILLS

Key Skills

- Excellent written and verbal communication skills
- Proven ability to work on a team in an Agile environment
- Extensive experience eliciting requirements from all levels of users and management
- Able to translate technical text/speech into easy to understand documentation
- Proficient in Microsoft Excel, Word, and Powerpoint
- Experience with writing User Stories and creating Storyboards
- Extensive experience with creating mockups and semi-functional prototypes
- Well organized
- Able to quickly assimilate and put into practice new processes and software

Software / Code

Adobe Photoshop CC

Adobe Premiere Pro CC

Adobe Audition CC

depending on project
- **Wrote process flows for projects and service requests**

Business Intelligence Analyst
XPO Last Mile / Optima Service Solutions   **Aug '09 - Dec '14**

I began at Optima Service Solutions in 2009 as an entry level software tester. My previous experience allowed me to quickly begin taking on many other roles such as tech support, web design, report writing, and ultimately Business Intelligence. In 2013 Optima was acquired by XPO and became XPO Last Mile.

Accomplishments
- **Created QA practices and processes that were used until the acquisition**
- **Created and maintained mobile version of the Optima web based app, Evolution using CSS**
- **Responsible for approving and critiquing developer UI changes.**
- **Created new public facing website and intranet design**
- **Wrote extensive SQL reporting for Executive Management, allowing them to easily audit the behavior of our field techs.**
- **Awarded Optima MVP in 2010 for overall performance, and Employee of the Month October 2012 for commendation from our largest client.**

Microstation Specialist
UC/Synergetic   **Jan '08 - Aug '09**

Accomplishments
- **Updated Verizon residential maps using Bently Microstation**
- **Logged on to Verizon FTTP Server to update files and data**
- **Worked in a team environment on a daily basis to complete projects on time**
- **Submitted bug reports**

Adobe Muse CC

ServiceNow

Microsoft Office

Google Suite

SSRS/BIDS

SSMS

T-SQL

Tableau