

Darra McCown

Senior Business Analyst

Longmont, CO

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651-323-0226

Career focus on software development product build and implementation

Authorized to work in the US for any employer

Work Experience

Senior Business Analyst

Optum/UnitedHealth Group - State Government Solutions

May 2016 to Present

Partner with fellow Product Owners, Subject Matter Experts and leadership to identify and define scope, objectives and requirements

- Serve as Product Owner on multiple Agile teams responsible for the build out of for a web-based software as a service solution (SaaS) by gathering requirements, defining scope, drafting user stories, grooming stories with sprint team, accepting stories and managing backlog
- Manage, lead and mentor Business Analysts to support product development and product implementation
- Review and respond, prepare and participate in presentations to potential clients for Requests for Proposals (RFPs) and Requests for Information (RFIs)
- Manage Demo Support Team to ensure product demo environment is tested, fully functional, and prepped for customer presentations and conferences
- Attend industry conferences to host product demonstrations
- Coordinate product development and implementation team communication to identify and resolve defects and new enhancements

Project Manger

Confident Financial Solutions - Boulder, CO

March 2015 to May 2016

March 2015-May 2016)

- Responsible for Program and Project Portfolio Management for start-up e-commerce web and mobile application
- Defined and executed an operating rhythm with the Executive Team to determine business needs, define and prioritize projects, and assess risks
- Orchestrated implementation of multiple projects with shared resources and dependencies; managed and monitored project processes and procedures to ensure company standards were met with regard to quality, security, compliance and legal regulations; provided coaching to team members; collaborated with leadership to regularly evaluate the processes by which projects are executed; managed the Project Management/Business Analysis Team and process
- Project Execution - Led projects to successful implementation including facilitating presentation of the business case/project charter; defining staffing needs; monitoring budget/cost, schedule, scope;

supporting subcontractor and/or vendor evaluation/procurement process; facilitating efficient meetings to identify tasks, owners and mitigation plans where needed; ensuring product presentations/user acceptance testing happened; and preparing all impacted the teams for operational readiness

- Business/Product Analysis - Participated in daily stand-ups and served as Product Owner on Agile team responsible for defining user stories and managing the backlog

- Key Accomplishments:

Defined, Developed and Implemented Project Process for the Organization

Successfully executed no less than 20 projects including increasing state licensure from 2 to more than 30 states within one year

Mentored staff to successfully adapt to new positions as company needs changed

Senior Business Analyst

Royal Bank of Canada

October 2014 to March 2015

Prepared deliverables needed to support technical sizing effort and funding decision for a large initiative to replace a legacy system (Business Context Diagrams, As-Is and To-Be process definition, and High Level Requirements)

- Participated in the development of a Business Analysis Center of Excellence

Senior Business Analyst

US Bank Corporate Payment Systems - Minneapolis, MN

January 2007 to October 2014

- Gathered and documented business, functional, and user interface requirements and business processes

- Served as team/project requirements lead and subject matter expert in the practice of Business Analysis and system functional areas

- Served as a liaison between the Business (Sales/Marketing/ Operations/Product) and the Development organization to ensure that products were created, tested, and shipped on schedule and meeting specifications

- Monitored product implementations; provided functional validation testing, product presentations and subject matter expertise for internal and external stakeholders

- Responsible for Program, Project Portfolio, and Resource Management for Payables, Travel Expense Management, and Payment Analytic web-based (e-commerce) systems (including mobile experience/ app development); defined and managed technical release schedules and priority backlog, balancing technology and business partner priorities and constraints; responsible for reporting portfolio status and release health/schedule to partners and Executive Management

- Managed, led, and provided ongoing staff development and mentoring for Business Line Operations and Business Line Technology teams including: Business Analysts, Business Line Release Managers, Product Managers, Project Managers, Quality/Production Support, Business Line Testing, Ops and Tech Support.

- Key accomplishments:

Improved employee survey results for "manager effectiveness" from previous manager's score of 33% to a score of 90% over the course of one year

Implemented efficiencies including resource planning resulting in delivery of detailed requirements one month or more ahead of schedule, team work/life balance and opportunity for stretch assignments and career growth completion of outstanding special projects

Redefined Demand Management process to eliminate excess meetings and strain on dwindling resources while increasing the number of projects delivered

Reduced production defects

Kept releases on schedule by leveraging key partnerships

Identified and eliminated redundant processes for business technology and operations

Education

Bachelor of Arts in Psychology

College of Saint Benedict

Skills

- Case Management
- Documentation
- Management
- Microsoft Excel
- Microsoft Office
- Powerpoint
- Business Analysis
- Leadership Experience
- ITIL
- Agile
- Use Cases
- User stories
- Usability Testing
- User access management design
- Jira
- Project Management

Certifications and Licenses

CBAP

Certified Business Analyst Professional

Driver's License

Additional Information

ITIL certification in progress