

Anna Gibson

IT Business Analyst

☎ (269) 555-7314

✉ anna.gibson@example.com

🌐 linkedin.com/example/annagibson

📍 Kalamazoo, MI 49007

STRENGTHS

- 🗣 **Stakeholder Discovery**
Facilitated mock interviews and team sessions, turning scattered notes into clear priorities and shared decisions.
- 🔗 **Process Modeling**
Mapped current and future workflows in Visio, helping teams see bottlenecks, handoffs, and service needs.
- 🔗 **Requirements Traceability**
Linked requirements with criteria, tests, and evidence, giving reviewers a reliable path from need to result.
- ✅ **UAT Coordination**
Built scenario based tests and tracked defects, then checked fixes against approved requirements before release.
- ♥ **Clear Documentation**
Organized SharePoint libraries and user guidance, making project decisions easier for technical and business readers.

SKILLS

Business Analysis

Requirements Elicitation

Requirements Management

Requirements Traceability

Process Flows Process Analysis

User Acceptance Testing

User Documentation

Agile Methodology

Systems Analysis

IT Project Management

Information Assurance

Stakeholder Interviews

SUMMARY

Early career **IT Business Analyst** with a Bachelor of Science in **Computer Information Systems** and hands on academic experience supporting public sector style information systems. Analyzes **business operations**, documents As Is and **To Be process flows**, facilitates requirements sessions, and translates stakeholder needs into clear business and system requirements. Applies Agile Methodology across iterative delivery, backlog refinement, acceptance criteria, requirements traceability, and test planning. Uses Microsoft Visio, Word, Excel, PowerPoint, SharePoint, and Azure DevOps learning environments to maintain organized analysis artifacts. Supported UAT planning, scenario execution, defect documentation, requirement validation, user guidance, and implementation support. Collaborative project work connected technical decisions with operational needs, giving business and technical audiences clear information for sound delivery decisions.

EDUCATION

Bachelor's Degree in Computer Information Systems

Western Michigan University 🎓 GPA: 4.0 📅 2026 📍 Kalamazoo, Michigan

***Coursework:** Systems Analysis and Design, Computer Programming, Networking, Data Communications, Information Assurance, IT Project Management, Database Systems, Applied Mathematics*

TECHNICAL SKILLS

- **Business Analysis:** Requirements analysis, requirements elicitation, requirements validation
- **Process Modeling:** As Is flows, To Be flows, Microsoft Visio
- **Requirements Management:** Requirements traceability, acceptance criteria, business rules
- **User Acceptance Testing:** UAT planning, scenario testing, defect tracking
- **Microsoft Office:** Microsoft Word, Microsoft Excel, Microsoft PowerPoint
- **Collaboration Platforms:** Microsoft SharePoint, document libraries, version history
- **Agile Delivery:** Agile Methodology, backlog refinement, iterative delivery
- **DevOps Tools:** Azure DevOps, Team Foundation Server, user stories
- **Systems Analysis:** Systems analysis, computer programming, data processing
- **Information Technology:** Computer information systems, information assurance, data communications
- **Networking and Data:** Networking, data requirements, database systems
- **Project Coordination:** IT project management, stakeholder workshops, implementation support

EXPERIENCE

IT Business Analyst Capstone

Academic Research 📅 January 2026 - May 2026 📍 Kalamazoo, Michigan

Supported a simulated public service information system from discovery through final demonstration. Modeled operations, gathered requirements, managed traceability, coordinated UAT, and prepared implementation documentation for faculty and student stakeholders.

- Modeled intake workflows in **Microsoft Visio**, exposing bottlenecks and clarifying future state service routing.
- Facilitated requirements sessions with five teammates and faculty stakeholders, producing prioritized functional requirements.
- Linked 34 requirements with process steps, **acceptance criteria**, test cases, and demonstration evidence.
- Built **UAT** scenarios, documented defects, and verified resolved issues against approved requirements before release.
- Created SharePoint documentation library with process flows, meeting notes, user guidance, and implementation materials.
- Presented scope, risks, decisions, and validation results through PowerPoint and Excel analysis.

Agile Systems Analysis Project

Acceptance Criteria

Process Modeling

LANGUAGES

English	Native
Spanish	Beginner

MY CAREER



- IT Business Analyst
Capstone at Academic Research
(4 Months)
- Agile Systems Analysis
Project at Academic Research (3
Months)
- Information Systems
Research Assistant at University
Research Lab (7 Months)

Academic Research 📅 September 2025 - December 2025 📍 Kalamazoo, Michigan

Applied Agile analysis practices to a simulated transportation service request system. Organized stakeholder discovery, process modeling, requirements documentation, iterative delivery artifacts, testing evidence, and support materials for a course team.

- Mapped transportation request operations in Visio, clarifying handoffs, decision points, and data needs.
- Managed four Agile iterations in **Azure DevOps**, organizing user stories, **acceptance criteria**, and backlog priorities.
- Recorded stakeholder interviews, business rules, data requirements, assumptions, dependencies, and unresolved questions.
- Traced user stories to prototype features and test scenarios, identifying gaps before system demonstration.
- Drafted user guidance and support checklists for pre implementation and post implementation activities.
- Organized project decisions in Word, Excel, PowerPoint, SharePoint, and reviewable analysis artifacts.

Information Systems Research Assistant

University Research Lab 📅 January 2025 - August 2025 📍 Kalamazoo, Michigan

Supported faculty led research into digital service workflows. Compared process evidence, maintained structured analysis records, tested prototype behavior, and prepared findings for a student research group and faculty supervisor.

- Cataloged 18 digital service scenarios, comparing process steps and recurring operational handoffs.
- Converted observation notes into consistent Visio diagrams, clarifying exception paths for research comparison.
- Structured research requirements and coding rules in Excel, preserving sources and version history.
- Prepared SharePoint folders for datasets, meeting records, diagrams, and analysis notes.
- Tested workflow prototype scenarios, recorded mismatches, and clarified expected behavior with faculty supervision.
- Presented findings with recommendations for clearer **user documentation** and improved service design.

PROJECTS

Public Service Case Routing Model 📅 2026

Mapped intake and case routing operations for a simulated public service program. Combined Visio process modeling, requirements traceability, UAT evidence, SharePoint documentation, and implementation planning.

Transportation Request Workflow Study 📅 2025

Analyzed a simulated transportation request process through Agile iterations. Connected stakeholder interviews, user stories, acceptance criteria, prototype testing, and support guidance in one reviewable delivery record.

LEADERSHIP & AWARDS

- Dean's List recognition received in 2025 and 2026 for sustained academic achievement.
- College of Business Technology Scholarship received in 2025 for academic promise and technology focus.
- Senior Capstone Presentation Recognition received in 2026 for clear analysis and stakeholder communication.

CERTIFICATIONS

- Microsoft Learn Career Essentials in Business Analysis 📅 2026
- Coursera Agile with Atlassian Jira 📅 2025

PROFESSIONAL AFFILIATIONS

- Peer Mentor, Information Systems Student Success Program, 2025 to 2026.
- Student Project Coordinator, Systems Analysis Study Group, 2025 to 2026.

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST