

Tina Marie Sanderson

Systems Analyst & IT Consulting

Los Angeles, CA
tmsande@gmail.com
770-298-3258

Creating successful IT solutions through detailed analysis, excellent documentation, and solid leadership

Working as a consultant for over eleven years, Tina has developed an expertise in working with teams of all sizes throughout full cycle SDLC deployments, from the early stages of project definition, gap analysis, and requirements analysis through deployment in the field, tracking issues to resolution, and training users. Her drive to create the optimal solution for customers consistently brings all teams to the same page and always delivers quality, self-sustaining results.

Top Skills:

Systems Analysis
Documentation
Technical Acumen
Change Management
Full Cycle SDLC

Experience

Software Management Consultants, Inc.

December 2019 to Present

Business Systems Analyst, Disney Parks, Experiences, and Products (Retail Tech)

- Support the Back of the House day-to-day and strategic technology needs for The Disney Store Sourcing / Planning / Merchandising / Supply Chain / Accounting / Controllership Business Teams, Development and Support Teams, and other internal or external partners.
- Rapidly learn retail and wholesale technology architecture to become the IT expert / go to for aligning applications / systems / processes to the business processes.
- Provide training to support teams and end users, facilitating UAT and day-to-day operations through project hypercare.
- Lead highly collaborative/cross functional projects, including changes to existing interfaces, structuring uploads to the AS/400 system, and ensuring all functionality meets the business needs while remaining secure and scalable.
- Produce and maintain documentation, organized and stored in Disney Store documentation library.
- Expanded documentation on uploads within the knowledge base.

InvestCloud

October 2018 to November 2019

Business Analyst, Financial Tech SaaS, Clients Confidential

- Gather and define requirements for large-scale implementations of first-class, financial digital solutions, integrated into the cloud
- Rapidly learn proprietary tools and product functionality in a fast-paced, start up environment. Provide subject matter expertise with the solution for assigned clients as well as with product functionality in a client-facing position.
- Conduct data analysis based on source data systems and target staging tables; drive design with Integration developers
- Deliver agreed-upon products within committed timeframes; while managing scope and change rigorously.
- Define and drive Quality Control through unit testing and deliverable pre hand-off testing. Facilitate UAT through test planning, defect tracking, and coordination with development teams within the company.
- Leverage SQL knowledge to design the solution, troubleshoot defects, and prove out logical functionality to the client through parallel calculations in Excel.
- Define project tasks from project objectives. Provide accurate level of effort estimates for communication to the client.

Sabbatical

October 2017 to February 2018

Nevelex Corporation

April 2015 to October 2016

Major Projects include:

Set Top Box (STB) Systems Engineer, DIRECTV (now AT&T)

- Gathered and defined requirements for multiple large-scale projects ranging from internal support procedures to a new hardware platform and the IPTV implementation resulting from the merger with AT&T
- Performed gap analysis against current systems to define and resolve all areas of impact
- Translated business requirements into technical specifications with defined scope, implementation details, use cases, and architectural design

(Continued on next page)

Tina Marie Sanderson

- Reviewed and provided feedback for API documentation for hardware implementations and other adjacent networked systems such as viewer authorization requirements or user experience specifications
- Acted as a subject matter expert in assigned functional areas for design meetings in cross-functional teams
- Assisted in recruiting and interviewing applicants for System Engineering positions

Group Seven Consulting

September 2010 to December 2015

Major Projects include:

Sr. Business Systems Analyst / Solution Architect, TOA Technologies (now Oracle) 2012 – 2014

- Executed full cycle implementations and upgrade cycles of ETAdirect WFM systems with up to 1000 users for new and existing customers including Cable ONE, Time Warner, Suddenlink, and US Cellular
- Gathered and documented business requirements and processes for the current state and developed use cases and functional requirements detailing the planned functionality of the solution; owner of business requirements specification, system requirement specification, and various other deliverables
- Defined and reviewed database schema and reporting queries, and implemented automated reporting export to SQL databases compliant to SOX guidelines and aligned with KPIs and business goals
- Collaborated with system integrators to define and ensure a fully functional API to needed systems
- Analyzed technical specifications of integrated systems for operational gaps and to assess risks
- Defined and executed the needed configurations of ETAdirect to meet all customer needs
- Designed and executed QA testing of full functionality of the solution for internal testing, API testing, and UAT
- Refined routing configurations to maximize efficiency of the solution to meet desired business goals

Deployment Specialist, Airclic Proof of Delivery Scan Systems 2011 – 2012

- Applied change management techniques to transform local resources from any level of resistance to effectively becoming change agents for enterprise-wide deployment of 4000+ users
- Demonstrated expertise in reporting and analyzing metrics to support continuous improvement in service levels
- Worked with key stakeholders and end users at all levels of technical experience to create a self-sustaining post-deployment environment
- Conducted extensive training sessions teaching mobile computing and proof of delivery (POD) application to mobile workers that had little to no experience with electronic POD solutions
- Provided analytics for key metric reporting including scan percentages and productivity, observations on points of failure, and ongoing coaching for improvement
- Created risk reports and feature development (change request) reports based on deployment environments
- Trained and supported on-site personnel on driver training and technical troubleshooting to achieve post-deployment self-sustainability

Education

UCLA Extension, Systems Analysis

3.97 GPA. Pertinent Coursework: Data Governance, Database Design, SQL, Business Programming, Java Programming, Network Communications with TCP/IP, Information Systems Security, Data Science (in Python)

Emory University

Bachelor of Arts, Economics, 2006

Pertinent Coursework: Managerial Economics, Empirical Methods in Economics, Game Theory Applications for an Economic Settings, and Economic Analysis of the Law

Skills

- Leadership, coaching, change management, and project management
- Gap analysis, requirements gathering and definition, API definition, and related project documentation
- Relational Database design, database documentation, and SQL (query design and execution, and database definition, creation, and management), SQL Server, Microsoft Access, Object-Oriented concepts and principles, Data Warehouse and Machine Learning in Python
- Rapid learning of new systems, from EDI and the AS/400 to homegrown interfaces, from industry to industry
- Analysis, KPI and metric definition, and reporting
- Extensive experience with both Agile/Scrum and Waterfall methodologies
- Experience with SaaS/Cloud solutions, on-premise software, and hardware system implementations
- Process and use case design, documentation (visual and verbatim styles), and integration
- Systems integration design and documentation
- Test planning and execution, verification, issue tracking, and troubleshooting
- Hardware and software troubleshooting and deployment
- Strong understanding of coding, including proficiency in Python, Java, SOAP, .net, Visual Basic, and XML

Tina Marie Sanderson

- Training development and delivery, user guides and documentation
- Identifying, defining and tracking Issues, review of log files/coding, and root cause analysis
- Excellent written and verbal communication skills with all levels of technical and non-technical audiences
- Confident, articulate, and professional speaking abilities
- Familiar with ITIL Foundation and UML
- Familiar with MSO (cable/telecom) and cellular operational requirements
- Familiar with retail and wholesale (order-to-cash, pay-to-procure) operational requirements