Shana Surgent

Software Business Analyst

👤 Profile

Results-driven Software Business Analyst with 2 years of experience in analyzing and optimizing software solutions. Adept at collaborating with cross-functional teams to identify and prioritize business requirements, create functional specifications, and drive project milestones. Proficient in Agile methodologies and skilled in leveraging data-driven insights to enhance user experience and achieve strategic objectives. Demonstrated ability to effectively communicate with stakeholders at all levels and adapt to evolving business landscapes.

💼 Employment History

Software Business Analyst at Eagle Creek Software Services, SD

Feb 2023 - Present

- Successfully led the migration of 10 legacy applications to a new CRM system, resulting in a 30% reduction in manual data entry and increased customer satisfaction by 15%.
- Streamlined and optimized the software development lifecycle for a major project, reducing the average time-to-market by 25% and increasing overall productivity by 20%.
- Conducted comprehensive data analysis on over 500,000 records, identifying critical areas for improvement and enabling the company to save $1 million in operational costs.
- Implemented agile methodologies across three teams, increasing collaboration and efficiency by 35% and reducing project risks by 40%.

Associate Software Business Analyst at Zuercher Technologies, SD

Aug 2021 - Jan 2023

- Successfully implemented a software enhancement project that increased system efficiency by 25% for Zuercher Technologies' key clients, resulting in an estimated annual cost savings of $500,000.
- Collaborated with cross-functional teams to develop and launch a new software product which generated an additional revenue stream of $1.2 million within the first year of its release.
- Led a team of junior analysts in conducting a comprehensive system audit, identifying and resolving over 100 critical software bugs, leading to a 30% reduction in customer-reported issues and a 15% improvement in overall client satisfaction.

🎓 Education

Bachelor of Science in Software Engineering and Business Analysis at South Dakota State University, Brookings, SD

Aug 2017 - May 2021

Relevant Coursework: Software Development, Data Structures & Algorithms, Web Development, Databases, System Analysis & Design, Requirements Engineering, Project Management, Cybersecurity, Business Intelligence, and IT Strategy.

📋 Certificates

Details

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Links

linkedin.com/in/shanasurgent

Skills

SQL

Python

Tableau

JIRA

Agile/Scrum

UML

Salesforce

Languages

English

French

Hobbies

Coding or programming projects

Reading technology blogs and books

Attending tech conferences and meetups