

KIMBERLY VAN ALLEN

2015 SIMPSON ST, HONOLULU, HI 96819 803.414.9920

KIMBERLYAVANALLEN@GMAIL.COM

HTTPS://WWW.LINKEDIN.COM/IN/KIMBERLY-VAN-ALLEN-6B230682

FUNCTIONAL ANALYST/ SOFTWARE TEST ENGINEER

*Compatibility and Integration Testing ~ Vendor Relations Management ~ Technological Needs Assessments
Defect Tracking and Analysis ~ Process Improvement ~ Training Materials Development ~ User Acceptance Testing
Leadership, Training, and Team Building ~ Product Release Management ~ Technical Support and Troubleshooting*

QUALIFICATIONS PROFILE

Solutions-oriented, innovative, and highly analytical professional, offering hands-on experience in supporting systems, development tools, and manual testing for multiple projects within remote setting; complemented with expertise in facilitating regression, functional, and 508 compliance testing and implementing Agile and Scrum methodologies.

- Recognized for adeptness in identifying and addressing system requirements, planning and executing test plans, developing applications, and implementing technical solutions.
- Expert at anticipating needs through close interface with clients, keen analysis of business requirements, improving business processes, and ensure user adoption.
- Equipped with excellent communication skills, combined with proven ability to create maintain, and analyze project costs and schedules.
- Expert at analyzing and investigating product defects and quality issues to ensure closure in accordance with guidelines and requirements.
- Expert at monitoring risk-management procedures and maintaining and analyzing problem logs to identify and report recurring issues.
- Recognized for adeptness in identifying and addressing data quality issues including individual instances, as well as procedures that violate standards, in coordination with entities who own or manage the sources of common data.
- Expert at evaluating data from multiple sources, reconciling conflicts, decomposing high-level information into details and distinguishing user requests from the underlying true needs

EDUCATION

MASTER OF INFORMATION TECHNOLOGY IN SOFTWARE ENGINEERING, DECEMBER 2020 | UNIVERSITY OF MARYLAND GLOBAL CAMPUS

BACHELOR OF SCIENCE IN FINANCE, 2007 | UNIVERSITY OF SOUTH CAROLINA

PROFESSIONAL EXPERIENCE

DEPARTMENT OF VETERAN AFFAIRS

Client: General Dynamics Information Technology (GDIT), Telecommute

Project Title: Veterans Relationship Management (VRM) / Customer Relationship Management (CRM) Project

Functional Analyst/ Sr Software Tester

2020–Present

- Identify and evaluate business requirements of the product/application with comprehensive system documentation.
- Effectively interpret key business processes associated with customer technical requirements, while creating presentations on project progress to stakeholders.
- Collaborate with the Development Team in designing and interpreting system scope and objectives for Microsoft Dynamics 365 application in accordance with user needs.
- Coordinate test cases, user stories, defects, and requirements in Jira.

Client: Booz Allen Hamilton, Telecommute

Project Title: Veterans Relationship Management (VRM) / Customer Relationship Management (CRM) Project

Staff Technologist

2016–2017

- Capitalize on industry expertise in executing the 508-compliance testing for multiple CRM applications under the VRM contract.
- Administer end-to-end and regression testing and submit report on high-level, detailed test scenarios to business stakeholder for review.
- Develop and implement manual test scripts into Rational Quality Manager (RQM) and register defects into Rational Change and Configuration Management (RCCM).
- Take charge of preparing detailed testing reports to evaluate release readiness and ensure product quality.
- Coordinate test cases, user stories, defects, and requirements in RTC.

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Client: Insignia Technology Services, LLC., Telecommute

Project Title: VRM/CRM Project

Functional Analyst

2015–2016

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- Planned and organized the 508-compliance testing and generated documentation for PMAS approval and sign-off.
 - Ensured test cases for CRM in compliance with legacy applications.
 - Successfully completed user acceptance testing.
 - Built and maintained productive relationships with technical leaders and clients.
 - Led the successful deployment of CRM call center wide to both the Department of Veteran Affairs Education and Health Administration Call Centers.

Client: eVenture Technologies, LLC., Telecommute

Project Title: VRM/CRM Project

Senior Systems Analyst

2012–2015

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- Collaborated with the Development Team in designing and interpreting system scope and objectives for Microsoft Dynamics CRM unified desktop application in accordance with user needs.
 - Maintained involvement in conducting user acceptance testing with Agile Scrum Software Development Team.
 - Organized comprehensive requirements, user stories, and specifications; maintained weekly status reports; and documented user stories into RTC.
 - Keenly assessed requirements specifications and design documents in collaboration with Development and Functional Analyst team.
 - Drafted detailed test cases for CRM-Share-MapD for verification of CRM with SHARE, MapD and legacy applications.
 - Facilitated peer review and document artifact review.
 - Significantly increased awareness on user needs by proactively participating in weekly meetings.
 - Took part in application defect triage and daily Scrum meetings.
 - Addressed highly complex issues and ensured the achievement equipment capacity and limitations, operating time, and form of expected results by optimizing procedures.

Client: eVenture Technologies, LLC., Telecommute

Project Title: VRM/CRM Project

Technical Training Manager and Lead Business Process Subject Matter Expert

2012–2013

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- Spearheaded a number of Train the Trainer instructional classes on Microsoft Dynamics CRM system through computer and conference call across the country as well as remote setting.
 - Modified training material for new system updates and administered the gathering of business requirements from end users.
 - Closely interfaced with client stakeholders and end users during joint application design (JAD) sessions.
 - Demonstrated adeptness in creating user stories and use cases from JAD sessions and other user-centered design inputs.
 - Efficiently handled decomposition of business requirements into actionable, sizable development units.
 - Optimized the integration of Department of Veteran Affairs' policies and procedures into the CRM system in conjunction with the Development Team.
 - Managed onsite training on various call centers in support of Customer Relationship Management/ Unified Desktop (CRM/UD) deployment.
 - Established productive relationships with end users and the Project Team to effectively address needs and requests for CRM/UD.
 - Drove efforts toward the successful deployment of CRM to more than 700 users throughout the United States and Puerto Rico.
 - Earned the Employee of the Month award on April 2013 for exhibiting dedication in accomplishing field duties and traveling with short notice for three weeks out of the month to train new team members and end users.

DEPARTMENT OF VETERAN AFFAIRS NATIONAL CALL CENTER, COLUMBIA, SC

Call Center Supervisor, Supervisory Legal Administrative Specialist

2010–2012

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- Directed and guided a team of 18 to 36 employees, while driving organizational performance to align with local and national quality standards.
 - Conducted presentation on Microsoft Dynamics CRM system to determine user acceptance and provide feedback during the initial development process.
 - Contributed efforts to the MapD system implementation and policy compliance as member of the Southern Area MAP-D Compliance Group, which successfully presented proposals to the Southern Area Director's Office and subsequently the Department of Veteran Affairs Central Office staff in Washington, DC.

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CERTIFICATION

Scrum Master Certification 2022
Google IT Support Professional 2022
Scrum Fundamentals Certified, May 2017

TECHNICAL SKILLS

Microsoft Office Suite | Microsoft Dynamics 365 | Jira | JAWS | Netbeans IDE | Rational Team Concert (RTC)
Microsoft SharePoint | Microsoft Visio | Learning Management System (LMS) | Microsoft Teams | Microsoft Project
Microsoft Project 2010 | Object Inspector | Web Accessibility Toolbar | Selenium | Eclipse