



Debra Silbert, Information Technologist and CSM

804.543.6013 | debsilbert@verizon.net | debsilbert.com | 12600 Eagle Ridge Road Richmond VA 23233

Technologies	Competencies	
MVC WCF .Net Bootstrap 3.0 Object Oriented Programming Ruby		Basic Understanding
HTML CSS Bootstrap 3.0 SQL Selenium Visual Studio 2012 Joomla! WordPress	Facilitation Automated Testing Business Intelligence Data Warehousing Online Marketing and Analytics Kanban	Intermediate Knowledge
MS Word MS Excel MS Powerpoint Visio iOS TFS Scrum Process Template Sharepoint	Requirements elicitation Systems analysis Enterprise analysis Facilitating & Interviewing Use Case development Wireframing & Prototyping Test Plan Development Manual & Automated Testing Defect Management Process Improvement Agile Scrum Master Project Management	Expertly Utilized

Profile

Seasoned IT professional with over 25 years of experience as a results-oriented systems technologist solving business problems and seizing growth opportunities with superior critical thinking, smart implementation of software solutions, Agile coaching, realistic collaboration, and effective facilitation.

Experience

SR. SYSTEMS ANALYST, PROJECT MANAGER

CHESTERFIELD COUNTY INFORMATION SERVICES TECHNOLOGIES

RICHMOND, VA – 2015

Senior analyst working with Department of Social Services to modernize business processes and systems.

Success stories:

- *Business Process Re-engineering* - In preparation for systems modernization, facilitated extensive interviews with subject matter experts and management to identify opportunities for process change to support efficiency improvements aligned with new systems.
- *Mainframe Decommission Testing Phase* - Test planning and execution on mainframe to Micro Focus migration.

SR. SYSTEMS ANALYST & SCRUM MASTER

VIRGINIA DEPARTMENT OF MOTOR VEHICLES

RICHMOND, VA – 2012-2015

Senior technologist on DMV modernization team responsible for implementing state-of-the-art systems and decommissioning legacy applications, including MVS mainframe.

Success stories:

- *ScrumMaster* - Coached two major Web development projects with multiple work streams; each with its own team, backlog, and schedule. Performed in multiple roles; scrum master, systems analyst, test engineer to retire legacy technology and deliver real-time data exchange between DMV and external business partner.
- *Microsoft Test Manager adoption* - spearheaded the first implementation of Test Manager 2012 in the enterprise to manage test planning, execution, and tracking.
- *Visual Studio Scrum Process Template adoption* - thought leader and evangelist for the agency's first adoption of the Scrum Process Template to manage the Agile project teams, resulting in efficiencies in backlog grooming, sprint execution, planning, and retrospectives, bringing transparency to business stakeholders, including the extensive use of Sharepoint portals and Powerpoint storyboarding.
- *Issuance of Vital Records* - Sr. Systems Analyst on legislative-driven system change to support the issuance of vital records at DMV branch locations via implementation of real-time data exchange between state agencies via WCF Web services.
- *Motor Carrier System Discovery* - Research analyst on systems discovery effort to document all as-is systems and business processes and develop a blueprint for systems modernization.

- *Web-based online help* - authored application help for users of customer servicing system.

SR. SYSTEMS ANALYST

ALLIANZ GLOBAL ASSISTANCE INTERACTIVE

RICHMOND, VA – 2011-2012

Served as Business Systems Consultant/BSA Manager for eCommerce division of global company providing Web-based dynamic cross-sell offers presentation and optimization to business partners in the travel, event, and lodging industries.

Success Stories:

- Lead BSA in all development requests from domestic and global partners for implementation of our Web services solution, developing requirements based on our standard WSDL interface and the B2B partner's user experience scenarios. Lead BSA in implementation of state-of-the-art business intelligence solution.
- Facilitated design conversations for state-of-the-art solutions representing foundational functionality driven by the enterprise strategic roadmap.
- Lead BSA in all enhancement requests to a home-grown marketing & analytics application used for cross-sell offer design and configuration, market testing, and analytics.
- Provide leadership in process improvement initiatives targeted at improving operational processes.

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CARMAX

RICHMOND, VA – 2010-2011

Requirements, systems analysis, user stories, use cases, workflow diagrams, process diagrams, data dictionaries, user interface design, testing, defect management, Scrum, Kanban, Kaizen. See debsilbert.com for success stories.

SR. SYSTEMS ANALYST

CAPITAL ONE

RICHMOND, VA – 2008-2010

Requirements, quality assurance, process development, Agile, user interface design. See debsilbert.com for success stories.

BUSINESS ANALYST, PROJECT MANAGER

LANDAMERICA

RICHMOND, VA – 2005-2008

Project management, policy & procedure development, information security, Sarbanes-Oxley, Web-based online help. See debsilbert.com for success stories.

Professional Affiliations

Agile Richmond, Scrum Alliance - Certified Scrum Master (CSM) since 2008, International Institute of Business Analysis, Professional Photographers of America.