Margarita Elias

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CAREER PROFILE:

Highly qualified in Release & QA Management and writing Business Requirements with 20 years combined experience in Information Technology. Pragmatic and focused individual with a reputation for meeting the most challenging organizational goals and objectives. Skilled at learning new concepts quickly, working under pressure and communicating ideas clearly and effectively.

SKILLS SUMMARY:

Technology Skills:

- Adobe FrameMaker (5.5, 6.0, 7.0, 8.0, 9.0, 10.0)
- Snag It 9.0 & 12.0
- Visual Studio Enterprise Manager 2013 & 2015
- VSdocman 7.5
- Enterprise Architect 12
- Orange Systems (Timeshare Software)
- Adobe Acrobat (3.0, 4.0, 6.0, & 9 Pro Extended)
- Windows Operating Systems & AS400 Operating Systems (Jwalk by Seagull)
- Visual Basic 5
- Microsoft Office Suite
- Java 2.1/Visual Café 3
- SQL, PL/SQL
- WMS 2.2
- Azure DevOps
- JIRA v7.0
- ConnectWise v2018.4
- Microsoft Office 365 Pro Plus, SharePoint
- Salesforce Classic/Lightning Experience
- Wiki Online Resource
- AtTask Project & Portfolio Management
- Adobe RoboHelp 7 HTML
- IXGEN 5.5
- MadCap Flare 10.1
- Oracle 8/Developer 2000
- FrontPage 98
- HTML 4.0, VBScript, JavaScript, ASP, ADO 2.1, Active X DLL

Qualification and Communications Skills:

- Experienced in Agile and Waterfall Methodologies
- Experienced in Angular and .NET frameworks
- Fluent in English and Spanish
- Strong communication skills, public speaking, presentation and training experience
- Strong analytical and problem solving skills
- Excellent interpersonal skills
- Rigorous attention to detail
- Self-starter who can work effectively both independently and in a team environment
- Ability to analyze and solve complex technical and business integration problems

EDUCATION:

- Master of Information Technology - AIU Plantation, Florida
- Bachelor of Science in Communications - FIU Miami, Florida
- Real Estate License - Century 21 Miami, Florida

PROFESSIONAL EXPERIENCE:

Alivi formerly known as HCAS, Doral, FL – June 2017 – Present
Alivi offers a full scope of technology solutions including IT security and software development (Healthcare and NEMT software).

Release Manager for Healthcare and NEMT Software

- Created Release Management department and Process and Procedures following SDLC
- Create and maintain Standard Operating Procedures (SOP) for all processes
- Manage budget for Release Management Cost Center
- Manage Change Requests following SDLC
- Create department and individual goals that are in alignment with company goals/playbook

- Schedule, coordinate, and manage releases, which include application updates, hotfixes, and improvements for multiple applications and various software
- Manage and deploy releases into production
- Manage release processes for code through DEV, QA, UAT and PROD environments
- Support Director of Development, Developers, and Software Architects, as build is set up for all environments
- Work directly with Director of Development to develop successful release plans, process changes, status reporting
- Work directly with Director of Development to set schedule for Weekly, Monthly, and Quarterly Releases
- Update the Release Management Process and Procedures Manual, as new processes are implemented
- Facilitate weekly status meetings to communicate to business partners and management, status of weekly releases to production environments
- Facilitate daily meetings with Director of Development for status' on project and ticket deployments
- Provide Test Plans and Roll Out Plans to Director of Development
- Provide Release Notes to business partners
- Support deployment and implementation activities each week
- Write Functional Requirement Specifications documents when needed for Director of Development and Lead Developers for new enhancements
- Comfortable managing product development using SCRUM (Agile)and Waterfall methodologies

QA Manager
- Manage department of 16 staff members, which includes 14 manual testers (QA and UAT) and TW
- Manage testing of web services using Postman API testing tool
- Communicate status and risks to Business Partners, Director of Development, and Project Management in a timely manner
- Interview, hire, train, coach and review QA and Technical Writing team members
- Lead weekly meetings to plan, prioritize, assign and track QA, UAT and TW tasks
- Define test strategies and processes
- Implementing automated testing to achieve maximum test coverage and better utilize resources
- Assist QA and UAT teams in all aspects of testing, including Functional and Regression testing for mobile and web applications
- Manage over 45 projects simultaneously within different Phases of Testing
- Provide leadership for support teams and assist in troubleshooting, day-to-day management, and escalation

SPI, Miami, FL – January 2017 – June 2017 (Contract Temp Position)
SPI Software is the preferred partner for timeshare, vacation ownership clubs and resorts.

Senior Systems Analyst (Business Analyst)/Implementation Specialist
- Interact with business users to analyze new business and enhancement requests
- Develop Business Requirements Document (BRD), Functional Specifications Document (FSD), business process workflow and related documentation for new development projects and/or enhancement and change requests
- Design and support assigned systems
- Directly interface with business users by responding to support calls and tickets
- Provide accurate and timely information and escalate when there are issues
- Support the integration of software within 3rd party systems
- Test and troubleshoot existing and proposed systems.
- Provide support for bugs and issue analysis during QA cycles
- Actively participate in project review meetings.
- Identify potential schedule or project problems and provide solutions alleviating problems
- Participate with system maintenance and upgrades
- Work on multiple projects and tasks
- Provide application expertise for customers onsite and remotely

- Provide technical and product knowledge to sales and product development teams for system capabilities and customer requirements to ensure customer satisfaction
- Direct and manage the project life cycle from project initiation and planning through execution, deployment and close-out
- Implementation and configuration of applications and systems integration
- Provide project management, business analysis, meeting facilitation, application design, and training
- Identify opportunities to improve business processes and to use technology to improve revenue, reduce costs, improve productivity, and increase customer service

CheckAlt, Miami, FL - June 2016 – December 2016 (Contract Temp Position)
CheckAlt is a leading provider of Check 21 and treasury solutions, specializing in online bill payments, remittance processing, receivables solutions and more.

Business Analyst
- Document PRS (Product Requirement Specifications) and SRS (System Requirement Specifications)
- Collaborate with software engineers, support staff, visual designers, and subject matter experts
- Review with CIO all aspects of development lifecycle to ensure all business requirements are met
- Comfortable managing product development using SCRUM (Agile) and Waterfall methodologies
- Write Test Scripts for the Implementation and Testing departments

Senior Technical Writer
- Documentation of processes and all types of User manuals for all phases from analysis through deployment of technical operations and projects
- Incorporate new features into all User manuals

Denarii Systems, Coconut Grove, FL - May 2015 – May 2016 (Contract Temp Position)
Denarii is a provider of hosted electronic transaction processing coupled to a mobile financial services platform, that allows end-users to manage their prepaid account, transfer funds, and pay bills.

Business Analyst
- Wrote Business Requirement Documents (BRDs) as upcoming projects and enhancements were developing for the Operations team (Business Analyst) in English and Spanish
- Created Use Cases as part of BRDs
- Designed business requirement screens for Operations and Development team based on BRDs
- Created Workflow designs based on BRDs
- Review with Operations and Development Team all aspects of development lifecycle to ensure all business requirements were met
- Provided Round 1 and Round 2 User Acceptance Testing (UAT) of our software before going live.
- Created Test Cases for Round 1 and Round 2 UAT
- Supported application testing, implementation, and training
- Created high level presentations as needed
- Responsible for gathering, analyzing, and documenting business requirements for customers
- Documented complex business requirements, functional specifications and use case scenarios
- Comfortable managing product development using SCRUM (Agile) and Waterfall methodologies

Senior Technical Writer
- Updated operational Deployment Runbooks, API Specifications, Instructions and Processes, and all technical and operational documentation related to each of the company's platform module
- Created Catalogs and Business Logic for all Deployment Runbooks
- Interacted with Developers to properly update all technical manuals. Created Schemas, Tables, Procedures, and Functions using Enterprise Architect 12 for data modeling
- Updated Codebase documentation of classes, relationships, code comments, parameters, attributes, functions, methods, and interfaces using Microsoft Visual Studio and VSDocman
- Provided Training sessions on our software and Web Simulator through Skype for Business to our clients in Ecuador

WareITis, Miami, FL - September 2011 – May 2015   (Worked Remotely)

WareITis Technologies\' document management software is the solution for information and document management needs

Senior Technical Writer
- As the only technical writer on staff, I was responsible for writing new features and updating the User, Administration, and Implementation manuals
- Created online Help in Madcap Flare for all three (3) manuals
- Trained clients using video tutorials and training classes
- Wrote Business Requirement Documents (BRDs) for the CTO as upcoming projects were developing **(Business Analyst)**

Learn.com, Sunrise, FL - December 2006 - October 2010   (Worked Remotely)
Learn.com provides on-demand learning management and talent management software, and e-learning courses.

Senior Technical Writer
- Participated as technical writing team member for major software release documentation
- Updated Online Help documentation
- Wrote and edited user guides in GUI. Interacted with developers and testers on enhancements to ensure that the tech writing products matched the functionality
- Identified, prevented, eliminated and/or resolved technical, work flow, process and product-related problems
- Created master copies of documentation for production
- Developed and implemented use of processes such as style guide and written procedures for all releases of software
- Wrote and updated Installation and Upgrade manuals
- Incorporated enhancements into the user manuals
- Updated online help in RoboHelp

Salad & Co. Inc., Miami, FL - October 2003 – December 2013 (SOLD)
Owner
- Ran all aspects of the business
- Purchased goods, daily inventory, daily expense reports, A/P, A/R, payroll, and all financial reports
- Created menus, public relations, marketing, party planning, and caterings for all types of events

Convergys, Sunrise, FL - July 2000 - June 2004
Leading company providing ICOMS billing software used by cable and internet companies.

Business Analyst:
- Documented PRS (Product Requirement Specifications) and SRS (System Requirement Specifications)
- Identified, prevented, eliminated and/or resolved technical, work flow, process and product-related problems
- Supported Systems Engineers, Developers and Testing Teams throughout the lifecycle of enhancements
- Developed and implemented use of processes and written procedures for all releases of software
- Comfortable managing product development using Waterfall methodology

Senior Technical Writer:
- Participated as technical writing team member for major software release documentation
- Wrote and edited user guides in GUI and green screen
- Interacted with developers on enhancements to ensure that the tech writing products matched the functionality
- Created master copies of documentation for production
- Developed and implemented use of processes such as style guide and written procedures for all releases of software