

# DAVINA SANDIFER, Ph.D.



Solutions-oriented Business Analyst / Project Manager with over 4 years of experience developing business processes and system solutions for various projects and programs from conceptualization to implementation. Proven ability to interact with technology and business users to scope out product enhancements and to resolve critical project issues. Well-versed in implementation of operational assessments and conducting functional requirements analysis for businesses of all sizes. Adept at visioning solutions, gathering stakeholder support, defining and measuring product KPIs, and implementing Agile Scrum methodology.

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## EXPERTISE

Large-Scale Project/Program Management  
Business Analysis (AS IS/TO BE)  
Process Reengineering  
Workflow Documentation  
Requirement Gathering and Analysis  
Qualitative/Quantitative Data Analysis  
Business Case Development  
System Requirements and Integration  
Scope Management  
Agile/Scrum Methodologies  
Scrum Development Framework  
Stakeholder Management  
Product Ownership  
Change Management  
Client Relations and Retention  
Leadership and Team Building  
Staff Training and Development  
Problem Resolution  
Time Management  
Process Improvement  
User Acceptance Testing (UAT)  
Application Development  
Vendor and Contract Management

## EDUCATION

**Doctor of Philosophy in Human Resource Development**  
*Regent University, Virginia Beach, VA | 2015*

**Master of Arts in Human Resource Development**  
*Webster University, Jacksonville, FL | 2006*

**Bachelor of Arts in Organizational Leadership**  
*Northern Kentucky University, Highland Heights, KY | 2004*

## CERTIFICATIONS

- **Scrum Master Certified (SMC®)** – SCRUM Study, 2018
- **Entry Certificate in Business Analysis™ (ECBA®)** – International Institute of Business Analysis (IIBA)
- **(In Progress) Project Management Professional** – Project Management Institute
- **(In Progress) Salesforce Administrator**

## HIGHLIGHTS OF QUALIFICATIONS

- Excellent written and verbal communication skills, effective in communicating results and implications to business leaders at both technical and non-technical level
- Expertise in translating functional requirements into technical specifications, and providing effective translation between the technical and business aspects of a project
- Excellent technical writing skills to create Business Requirements Document (BRD), Functional Specifications Document (FSD), and Use Cases Specifications
- Capable of bringing overwhelming enthusiasm and awareness to projects, keeping teams focused, and delivering success in rapidly evolving and dynamic environments
- Certified Scrum Master with a track record of delivering projects on time and within budget by leveraging strategic initiatives and agile practices
- Expert at driving the adoption and enforcement of Scrum rules, removing impediments and fostering self-management
- Proficient in facilitating daily scrum meetings, sprint grooming, sprint planning, sprint review, and sprint retrospective

## PROFESSIONAL EXPERIENCE

### PRODUCT ANALYST

**Salesforce, Indianapolis, IN | 11/2019 – 01/2021**

- Ensure product is aligned with the company, stakeholder, and end-user priorities to drive sales, improve efficiency and customer satisfaction
- Identify the pros, cons, issues, obstacles, dependencies, and value associated with features and enhancements
- Discuss the product roadmap with the leadership team to ensure they are aligned with organizational goals
- Gather analysis of product specifications and enhancements, customer feedback, and market testing for the development of next generation products
- Partner with UX and analytics teams to conduct external research and usability studies to understand how customers are interacting with the mobile application and develop enhancements based on the results/ analysis

### BUSINESS SYSTEMS ANALYST / SCRUM MASTER

**Revature, Reston, VA | 08/2018 – 08/2019**

- Organized and facilitated daily scrum, sprint reviews, retrospectives, sprint planning, and release planning
- Led various Scrum meetings with development team to review Functional specifications and design the system
- Proactively contributed to several implementation projects; leveraged communications skills to establish and maintain successful client relationships
- Produced test plans, test cases, and test scripts for project team during the UAT test processing; resulting in a 50% reduction in UAT test cycle time
- Enforced Kanban principles as a scrum master that resulted in reduction of Cycle time by 20% thus increasing team's throughput in less than 8 weeks

### PROCESS CONSULTANT

**Anthem/IngenioRx, Wallingford, CT | 11/2018 – 07/2019**

- Assessed, identified, escalated, and resolved issues impacting business processes for Medicaid and Medicare Claim Adjudication
- Created Project Playbook for Parallel Testing that outlined processes, resources, meetings, and objectives
- Partnered with the Data Analytics team to create a reporting tool to automate defect analysis and reporting
- Identified and researched claim processing impediments in the parallel testing environment

**DAVINA SANDIFER, Ph.D.****PROJECT MANAGER – LEADERSHIP AND TEAM PERFORMANCE****Entergy Nuclear, Jackson, MS | 05/2017 – 12/2017**

- Assessed existing program and identified needs to enhance intern program design and monitor business impact
- Partnered with executive leadership to identify and prioritize program goals and expectations
- Supported project completion by tracking department actions and building relationships with stakeholders
- Implemented recruiting and staffing for 2018 interns six months ahead of staffing operations for 2017 interns
- Researched industry curriculum requirements to determine implementation method and identified colleges and universities that met requirements and strategic staffing needs
- Coordinated event to welcome new employees and enterprise transfers to Entergy Nuclear
- Assessed existing processes, training, practices, and material pertaining to the orientation and indoctrination of new hires into Nuclear Safety Culture at Entergy

**RECRUITER****Harman International (L-3 Communications), Bellevue, WA | 02/2016 – 03/2017****Kelly Services, Flowood, MS | 03/2015 – 07/2015****Talagy Staffing (Peoplr), Jacksonville, FL | 05/2013 – 09/2013**

- Performed full-cycle recruiting process using Taleo ATS, as well as LinkedIn and Indeed Job Boards
- Partnered with hiring managers to discern workforce needs, define job parameters, outline desired qualifications, and source, screen, interview and select best-option candidates
- Educated hiring managers on the sourcing and offer creation process to inform expectations
- Developed and maintained a high-volume pipeline of job candidates through cold calling, referrals, and social media sources
- Explained compensation and benefits packages to all hired candidates, including annual salaries, bonuses, medical coverage, paid time off, and stock awards
- Cultivated relationships with hiring managers to improve candidate screening criteria and increase conversions rates of interviewed candidates
- Met all compliance and SLA requirements to avoid fiscal penalties that would result in a poor scorecard and jeopardize contract renewal
- Ensured contractual obligations were met in the sourcing, recruiting, screening, and onboarding of contractors who would be stationed domestically and internationally

**ORGANIZATIONAL DIAGNOSIS AND INTERVENTION****Regent University, Virginia Beach, VA | 05/2012 – 08/2012**

- Conducted Gap Analysis (Data Collection/Analysis) to identify challenges in the training, orientation, and on-boarding of new employees, as well as inconsistencies in core work procedures and processes
- Educated leadership on how the inconsistent flow of information, assignments, and ineffective communication between business units impacted productivity
- Coached leadership on activities and processes that would enhance employee development and problem-solving abilities

**HR ASSISTANT****Eaton Aerospace, Jackson, MS | 10/2011 – 01/2012**

- Facilitated new hire process, including the production of offer letters and dissemination of new hire material to candidates
- Fostered positive union/non union employee relations through proactive employee communications and the prompt resolution of employee inquiries and issues, fairly and equitably
- Spearheaded an integrative project to improve employee work-life balance in the workplace and optimize staff experiences
- Processed new-hires, benefits, leave, termination, and payroll paperwork, ensuring 100% compliance with various laws and regulatory mandates
- Designed bulletins, training courses and materials to meet the training needs of the company