

Carolee Smiley

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Business Analyst / Project manager with 10+ years of experience supporting business solution software sustainment and implementation. Analyzing business operations to identify opportunities for upgrades / replacements of legacy systems to better serve our business and achieve the goals of the company. Possess a MBA in Information Technology and Certifications in ITIL and Business analysis.

Professional Experience

Customer Success Manager / Project Manager

2019 – Current

Holiday Inn Club Vacations

- Responsible for driving efforts from inception to delivery at the project level within an Agile Scrum/Scrumban framework
- They are the liaison between technology and business. They will be responsible for writing user stories, executing against the project release plan, proactively mitigating risks, and assisting in managing the development life cycle through to production launch and post production support
- Creates wireframes, workflow diagrams, project budgets, release plans and other documentation artifacts as needed to define requirements
- Validates application functionality meets acceptance criteria for user stories.
- Facilitate scrum ceremonies and ensuring the team is delivering value

Sr. Business Analyst / Project Manager

2019 – 2019

Frontline Performance Group

- Act as a main point of contact for all software development and software change requests
- Define and document all requirements through collaboration with stakeholders and development team
- Design, document and maintain system processes
- Own and develop relationship with partners, working with them to optimize and enhance integration
- Communicate key insights and findings to product team
- Perform all project management tasks to ensure successful delivery of projects

Sr. Business Systems Specialist / POS

Walt Disney

World

2014 – 2019

- Point of Sale replacement project / Hardware & Software (Appetize) requirements & coordination
- Lead the definition, development, and documentation of business requirements, objectives, deliverables, project dependencies and specifications on a project-by-project basis.
- Collaborate with internal and external users and departments for business solutions, applications, operational procedures, business processes and user interfaces.
- Work collaboratively with stakeholders to identify project objectives, scope, dependencies and risks for projects. Requirement gathering strategy, coordination and management. Ensure all requirements are fulfilled according to technical design & communicated business needs.
- Test plan, Test Cases, Test scripts review to ensure accuracy & consistency.
- Liaison between business units and technology to build a holistic technology roadmap.
- Working with PMO to prioritize projects in 5YP based on technical currency and value.
- Managing projects from ideation through funding and into implementation via Agile methodologies / VersionOne.

IT Security & Compliance Specialist

Walt Disney

World – Orlando, FL

2011 to 2013

- Perform Sarbanes Oxley testing for the IT central organization, document results and testing exceptions.
- Working with application teams to ensure that as an organization we are compliant with SOX & PCI standards.

- Review completed Accounting Control Assessment (ACA) from company's entities; work with assessors and entity IT managers to confirm issues and corrective actions and publish completed reviews.
- Working with application teams to perform PCI assessments and documentation to be reviewed by PCI assessors. Working closely with assessors to provide required evidence to prove compliance and completeness.
- Educating application teams on PCI assessments that are applicable to their applications that may be processing or transmitting credit card data.
- Develop and Implement Security & Compliance standards and procedures.
- Perform security incident response activities to insure that proper procedures are in place to mitigate and deal with potential incidents.
- Track and report status on annual JDE Access Control (ACR) and Separation of Duties (SOD) reviews.

Change Management / Deployment & Implementation

2009-2011

- Prepare, maintain, and publish on-going calendar of scheduled events, windows, and freezes of key departments throughout the company.
 - A solid understanding of and participation in holiday freeze planning.
 - Manage changes through the IT Change Management lifecycle. Assure that 1) all - Review and initial assessment of change requests.
- Software research, analysis and working with sourcing and procurement to acquire new software.
- Participation in the Change Advisory Board (CAB); managing the agenda and documentation of the decisions.
- Responsible for follow up on failed changes via facilitation of Post Implementation Review (PIR) meetings to determine root cause of issue and ensure corrective action.
- Creating changes in Service Manager and working with change management to gain approval.

Information Technology Business Analyst World – Kissimmee, FL

Walt Disney

2007 to 2009

- Liaising extensively with external or internal clients; producing project feasibility reports, (Business Case, Discovery, Proforma, Charter) translating client requirements into highly specified project briefs.
- Identifying options for potential solutions and assessing them for both technical and business suitability; creating logical and innovative solutions to complex problems; drawing up specific proposals for modified or replacement systems.
- Presenting proposals to clients; working closely with developers and a variety of end users to ensure technical compatibility and user satisfaction.
- Ensuring that budgets are adhered to and deadlines met; coordinating efforts between business and IT to get projects funded. Information Technology research, best practices, SOA

Extracurricular

President / Head Coach Run Thingz Athletics

Run Thingz is a youth Track Club and Speed & Agility training program. Run Thingz is the first Track program to be offered in the Windermere / Winter Garden area.

- Teaching area youth athlete's proper running techniques in an effort to increase speed and agility.
- Enabling area Runners to participate and compete in AAU (Amateur Athletic Union) and USA TF (USA Track & Field) sanctioned events.

Education & Certifications

Masters of Science - MS/IT

Information Technology/Information Security
Kaplan University – 2012

Bachelors of Science – BS/IT

Information Technology, NYU / UOP – 2010

ITIL V3