**TAMI SPENCE**

La Jolla, CA 92037 tamispence@gmail.com 858-775-1793

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| **Professional Summary** | Business Analyst well-versed in all phases of the software development lifecycle. Highly effective communicator with attention to detail and team focus. | |
| **Skills** | * Strong Technical Background * Requirements Gathering & Analysis * Critical Thinking * Customer Focus | * Team Management & Conflict Resolution * QA & UAT Experience * SDLC Experience * Microsoft Office Suite * SQL |
| **Work History** | **Online Business Analyst/Manager |** San Diego, CA  *Nov 2015 – Present*   * Worked with business owners and technical staff to review their business systems and customer interfaces * Gathered requirements through owner interviews and data analysis of existing processes * Facilitated development of improved processes through new automated features and implementation of more efficient procedures in day-to-day operations * Lead testing efforts and assured quality of completed systems.   **Quality Assurance Professional (Test Analyst -> Manager) |** United HealthGroup  *Jan 2006 – Aug 2012*   * Communicated with team members and director-level management regularly (via written and verbal communication) to determine code release schedules, defect identification and resolution, and general team capacity management * Worked with senior management to determine budget needs, resource allocation and project timelines. * Managed a team of 16 people, located in various locations in the US and India   **Programmer, QA Tester, various companies, can provide additional information if desired**  *May 1997 – Aug 2006* | |
| **Education** | **BS, Computer Engineering**  University of Illinois, Urbana-Champaign  *1997*  **Analysis for Business Systems Certification**  University of Minnesota  *2020* | |