**TAMI SPENCE**

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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
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| **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* |