

Alia Faith Goodyear
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Relevant Work Experience:

Network for Good - Washington, DC
Business Analyst

Oct 2012 - Present

- In an agile environment, manage two-week maintenance release sprints and regular scrum meetings. Work closely with the business team stakeholders and offshore development team to identify and clarify requirements for high priority fixes. Create sprint plan and monitor progress. Test high profile features.
- Manage and support new development initiatives. Coordinate schedule, define and document requirements. Act as the subject matter expert during development and testing.
- Monitor and prioritize daily production support queue. Respond to or re-assigning requests as appropriate. Look for patterns and identify improvements to systems and processes.
- Customized workflows and interfaces for newly implemented off-the-shelf issue tracking system.

Hydra Insight - Silver Spring, MD
Consultant - Research, Analysis & Design

Mar 2012 - Oct 2012

- Managed online focused competitor research and opportunity analysis for a large non-profit as well as a local news organization. Brainstormed solutions and implementation strategies. Presented to client teams and executive stakeholders.
- Synthesized and documented requirements for international tablet-based education program. Vetted and made recommendations for educational software and curriculum provider partnerships.
- Provided information visualization and web content editing as needed.

TerpSys/Apex Digital Systems - Silver Spring, MD
Senior Business Analyst
Systems Requirements and Design

Jan 2004 - Mar 2011

Integral involvement in the entire life cycle of custom web applications:

- Led and actively participated in onsite discovery sessions with clients.
- Documented findings in a textual report with supplemental diagrams to help clarify problem areas, suggest process improvements and identify appropriate technology based solutions.
- Documented personas, scenarios, tasks and workflows.
- Mapped system structure and flow while defining required user interfaces.
- Designed user interfaces (hand sketches, Visio, HTML/ASP.NET, SketchFlow).
- Delegated tasks to junior team members and performed reviews of their work products.
- Documented business rules and build considerations to guide engineering team.
- Served as subject matter liaison for engineering team.
- Created test plans based on requirements.
- Tested and validated completed applications.
- Supported client through acceptance testing of application.
- Created training guides and conducted training sessions with clients.

Business & Process Analysis

- Key team member of in-depth consultancies examining process effectiveness and sustainability as well as team specific reviews of structures, roles and workflows.
- Created, administrated and analyzed relevant surveys.
- Specialized in the visual representation of operational structures, processes and statistical information.

Clients: Associates in Rural Development, Autism360, Apollo Housing Capital, Cardiacore, Catholic Relief Services, CHF International, Global Impact, Howard Hughes Medical Institute, NCB Capital Impact, NeighborWorks America, NOAA, Reading is Fundamental, Search for Common Ground

Background: Began with Apex in operational support. Within 2 months was testing custom systems. Within 6 months was consulting with clients to define requirements. Within 10 months was working entirely on client projects in requirements and design. Apex was bought by TerpSys in 2008.

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Kingswood Group ~ Bethesda, MD
Manager, Operations & Analytics
Analytics Initiative

Apr 2011 - June 2012

- Brainstormed business strategies for new analytics program and online reporting platform.
- Served as liaison for partners providing data for analytics proof of concept.
- Analyzed data and researched possible standards for data collection and stewardship.
- Defined high-level requirements for analytics platform and created prototype wireframes to communicate the basic vision to potential partners.

Operations

- Within 4 months, organized requirements, vetted, selected, implemented, and customized online document management system at a fraction of the anticipated cost. Defined processes for system use, created company user guide, and provided trainings.
- Working with 3rd party vendor, rolled out first iteration of company website. Provided ongoing management of site content and relevant updates.
- Gathered, organized and managed checklists, documentation and questions for diligence related to low-income housing tax credit funds and properties.
- Oversaw set up of new office space. Bought (and sometimes assembled) furniture and supplies for a conference room, 3 offices, meeting space, filing room and kitchen.

Background: Kingswood Group was a startup that did not, unfortunately, get far past the starting gate.

Habitat for Humanity of Montgomery Co. MD ~ Gaithersburg, MD
Volunteer Coordinator

Feb 2003 - Feb 2004

Organized 5k Charity Run ~ Coordinated and presented at volunteer orientations for groups of ten to eighty. ~ Maintained database and schedule of hundreds of volunteers. ~ Ran volunteer committee meetings. ~ Developed and implemented volunteer recognition program. ~ Designed direct mail piece, orientation PowerPoint presentation, and handouts.

Imagination Stage ~ Bethesda, MD
Producer/Director/Camp Manager/Registrar

Nov 2000 - Aug 2002

Supervised production of a six show student season. ~ Hired and managed directors and designers. ~ Managed summer camps of up to ten staff and forty students. ~ Co-directed performing company for actors with disabilities. ~ Designed promotional materials. ~ Maintained database of students and created custom Access queries and reports.

VoiceStream Wireless/Omnipoint Corp. ~ Bethesda, MD
Executive Assistant

July 1998 - Nov 2000

Co-Planned company events (40-200 attendees). ~ Handled elevated customer complaints for CEO and Board members. ~ Coordinated travel for CEO and Board members. ~ Maintained library of industry and competitor research for CEO. ~ Performed general office management duties.

Education:

Hofstra University ~ Hempstead, NY ~ BFA in Theatre Arts
cum laude ~ High Departmental Honors ~ Golden Key National Honor Society ~
Susan Sullivan Citation of Merit ~ President, Alpha Psi Omega Honors Fraternity
May 1998

Computer Skills:

Advanced skills: Microsoft Office Suite ~ Visio ~ GIMP ~ Central Desktop ~ Jira ~ Snagit ~ MindJet
Intermediate skills: SketchFlow ~ OmniGraffle ~ HTML ~ CSS ~ Google Analytics ~ Salesforce
Experience with: Photoshop ~ Illustrator ~ SharePoint
Other: Thorough online research ~ Mac & PC Literate

Other Interests:

Volunteer: Autism360.org ~ Various local food related charities ~ St. Columba's Parish, DC
Theatre: Freelance playwright ~ director ~ actor ~ scenic artist