

Elizabeth Moran, Business Analyst, Principal and Founder, First In Consulting, LLC

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***Senior business analyst with strong technical skills, effective communication skills, and a servant leader approach to management***

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## **Experience:**

### **Principal and Founder -- First In Consulting, LLC: February, 2006 to Present**

**Field: Biomedical Research**

**Client: Confidential (June, 2009 to Present)**

- Worked with scientists to understand the problems they wished to solve
- Researched the underlying science until conversant in the problem domain
- Communicated the problem domain and desired solutions through user stories and screen mockups
- Examined the underlying data, looking for overall structure, linkages, and any anomalies
- Acted as liaison between scientists and developers when further discussion and clarification were needed
- Created and executed manual test scripts for user stories and edge cases
- Coordinated the efforts of our user acceptance testers, providing them with scripts, instruction, and support
- Wrote user documentation, created video tutorials and video product demonstrations
- Created technical documentation, describing and diagramming data flow and transformations, algorithms, and other technical details
- Documented support procedures for quick problem resolution and effective user support
- Provided end-user support, fielding questions from researchers
- Administered user accounts, granting and revoking access as requested
- Created and maintain a private intranet for researchers
- Configured and administer a private forum for researchers
- Maintain a public website

**Field: Health and Wellness**

**Client: Village of South Holland (June, 2017 to Present)**

- Offer three hatha yoga classes and one meditation class
- Create conditions where people can take what they need and apply it in their own way, appropriate to their own bodies and experience

### **POC Firefighter/EMT-B -- Homewood Fire Department: August, 2002 – April 2008**

- Updated the Village of Homewood's Emergency Operations Plan, which was subsequently adopted by the village board and certified by cook county
- Wrote a successful grant application for needed safety equipment, totaling roughly 70,000 dollars
- Brought the village into compliance with the National Incident Management System by updating the emergency operations plan and by conducting incident command training for all village employees
- Responded to a variety of fire and EMS calls

## **Business Analyst/ Technical Writer -- NORC: January 2001 - April 2005**

- Gathered business and functional requirements for custom software development and for IT
  - support of NORC's surveys
  - Created test plans and test cases, and managed the testing of custom software
  - Coordinated all development work for some projects
  - Created and maintained the project work plan and budget
  - Acted as a liaison to internal and external clients
  - Wrote proposal text for NORC's business development efforts
  - Worked on the disaster recovery plan for NORC's Information Technology department
  - Created the user manual for NORC's flagship case management system
  - Documented systems support and deployment processes
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### **Skills:**

- **Linux:** CentOS, BASH, REGEX
  - **Database:** SQL
  - **Web development:** HTML, CSS, Node JS, XML, PHP
  - **Software/ Technology:** Atlassian Confluence, Atlassian Crowd, Atlassian JIRA, Nodebb, Microsoft Office, Camtasia, Pixelmator
  - **Development methodologies:** Agile and Waterfall
  - **Communication:** Writing, technical writing, business writing
  - **Research:** Academic social science and biomedical research
  - **Leadership:** Servant leader
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### **Education and Training:**

- AB University of Chicago, German Languages and Literature
  - Registered Yoga Teacher (RYT-200)
  - Illinois Firefighter II, NREMT-Basic (lapsed), NIMS, ICS 100 - 400
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### **Hobbies and Interests:**

Yoga, Meditation, Zentangle, Hiking, Biking, Canoeing, Gardening, Cooking, Eating