

Taylor Craig

Technical Business Analyst

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Skilled Technical Business Analyst in project planning, coordinating, and delivering projects from design to completion. Proficient in utilizing proven methodologies to implement high-quality results with efficient timeliness.

SKILLS

- Product Owner
- JIRA
- Azure DevOps
- SDLC
- Project Management
- SQL
- Agile Methodology
- Sprint Planning

EXPERIENCE

Technical Business Analyst/Product Owner

Bank Of America, Charlotte, North Carolina

Mar 2023 - Present

- Technical Business Analyst for Line of Business and IT developers, delivering working products for Bank Of America's website and application.
- Apply Agile methodology to streamline deliverables to BOA end product objectives which resulted in \$4.1MM in new tech.
- Facilitate presentations to developers, feature leads, and line of business.
- Create clear direction for developers, and supported the team to ensure the sprint objectives meet scheduled deadlines.
- Understanding the SDLC and its importance in the success of the project throughout each sprint.
- Utilize JIRA to manage Projects and Epics to ensure each story, bugs, and spikes are properly managed.
- Consistently write stories to dissect Line of Business requests to Developers and Quality Assurance to meet business objectives.
- Set expectations and communicate between IT developers, Feature Leads and Scrum Masters at all levels within the organization.
- Conduct quality checks during environment testing at all levels, and present outcomes to all relevant stakeholders.

Mortgage Loan Originator

Guild Mortgage, Charlotte, North Carolina

Sep 2020 - Mar 2023

- Doubled the amount of loans funded between first and second year of employment through significant outreach; calling 40 new agents per week and developing personal marketing and advertising strategies.
- Critical attention to detail, ensuring all files moved through the mortgage desk without error, bypassing discrepancies that may significantly impact buyers capability, future eligibility, and timely closures.
- Oversaw all aspects of underwriting; maintained communication between buyer, realtor, transaction coordinators, processors, underwriters, inspectors, and appraisers.
- Provided credit guidance and education to applicants.
- Trained to detect and report possible fraud, money laundering and any red flags within clients files.
- Ensured that CFPB, RESPA, TILA, and ECOA protocols are met.

Business Analyst

Duke Energy, Charlotte, North Carolina

Jun 2018 - May 2020

- Operational resource over Advanced Meter Infrastructure (AMI)/Mitigation for Duke Energy Carolinas.
- Implemented the installation of 8 million smart meters in the Carolinas.
- Responsible for the continued connectivity of meters during the update/transition of the Smartgrid.

- Managed the communication rate between regions to maximize conveyance efficiency.
- Identified accounts with data errors and investigated causal factors as a result to reduce inaccuracies.
- Collaborated and developed strategies with the AMI team to resolve large network complexities.
- Managed data processes into smart grid database producing reliable and accurate information within the firm wide tool.
- Provided device installation recommendations to field which improve function and efficiency of meter mesh.
- Provided backup and support for other jurisdictions under the Smartgrid rollout supporting business continuity.

Business Analyst

Wells Fargo, Charlotte, North Carolina

May 2017 - May 2018

- Coordinator for resolving data within Wells Fargo IDF/MDF systems.
- Coordinated vendors/escorts to resolve any data and equipment issues within MDF/IDF/secured data centers (166 locations).
- Interacted directly with vendors (Cisco, HP, Verizon, AFL, Compucom) to ensure break/fixes are resolved in a timely manner.
- Managed database records of secure device servicing.
- Documented users current equipment, order updated equipment/hardware/software/peripherals, to today's standard for users being moved while establishing quality and standards of today's technology.
- Communicated to Project Managers and vendors to budget purchases and moves ranging from \$100-\$60,000.
- Performed daily touch points with LOB/vendors to communicate projects are on track for designated due dates.

Business Analyst

Windstream Communications, Charlotte, North Carolina

Apr 2016 - May 2017

- Main point of contact between Windstream's business customers and internal teams of engineers, project managers, technicians, and analysts.
- Oversaw projects target service delivery timelines and intervals were met.
- Provisioned and processed Access Service Requests (ASR) to carriers within Oracles internal database.
- Managed 100+ projects and monitored critical milestones dates.
- Managed BMC Remedy ITSM to dispatch, modify, and search trouble tickets and service requests.

EDUCATION

Business & Hospitality Management

Coastal Carolina University, Conway, SC, US

Dec 2014

REFERENCES

References available upon request

CERTIFICATIONS

- SAFe 6 Product Owner/Product Manager