

Shona BK

Untapped Potential Candidate

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PROFILE

Accomplished IT professional with business analyst and technical writing experience. Varied background in television broadcasting, electrical engineering, specialty insurance and STEM enrichment. A leader who is detail oriented with strong communication skills. Veteran U.S. Air Force.

Skill Sets

- Strong background in Specialty Insurance industry knowledge and business workflows
- Keen problem-solving skills, communications skills and business etiquette
- Microsoft Project, Word, Excel, Access, PowerPoint, Outlook, WebEx
- SnagIt, Work Center, Quality Center

Professional Experience

Senior Business Analyst ▪ Underwriting Business IT Operations ▪ Ironshore Insurance ▪ Simsbury, CT
(3 years)

- Team Lead responsible for SDLC practice development including requirements gathering, user acceptance test planning, project management and writing release notes.
- Managed the onboarding, system training and application access for over 150 offshore personnel.
- Provided SME oversight for underwriting systems supported globally.
- The primary liaison for the Underwriting business community with regards to project coordination, requirements gathering oversight, and test planning supporting multiple software technologies.
- The primary liaison to the Ironshore IT department as well as outside vendor project managers with regards to software incident management and release coordination.
- Reviewed all requirements documentation, test plans, and release notes produced by the Underwriting Business IT Ops team and provided direction and correction to the team as needed before the documents were released outside the team for business approval or distribution to DEV and QA teams.
- Conducted training sessions with the Underwriting Business IT Ops team with the intention to build upon their business analysis and project management skill sets.

Business Analyst ▪ Information Technology ▪ OneBeacon Professional Insurance ▪ Avon, CT
(2 years)

- Widespread interaction with business customers to maintain successful relationships throughout and beyond the product development lifecycle.
- Facilitated application design sessions to elicit functional requirements that best suited the business requirements needs.
- Organized and defined current development lifecycle procedures in IT to ensure successful deliverables for all releases.

- Performed extensive analysis of business workflows to convey strategic system requirements.
- Documented detailed functional requirements, product user navigation, user interface page mockups and field specifications.
- Worked with development and quality assurance team to clarify business system needs, assist in unit testing and test plan preparation based on business use case scenarios.
- Demonstrated product enhancements to the business users to ensure acceptance of key deliverables.
- Established and maintained internal IT release management activities calendar for assigned resource accountability.
- Coordinated IT resource capabilities with business contacts to assure appropriate prioritization and assignment of requirements to monthly system releases.
- Wrote monthly release notes to be provided to the business user community.
- Chair, Business Technology Services Training Council.
- Coordinated monthly “Lunch & Learn” training sessions with internal SMEs.

Lead Auditor/Business Administration ▪ Independent Adjuster Bill Review, Chubb Specialty Insurance
 Simsbury, CT
 (2 years)

- Assisted in the development of web based audit software designed to integrate consecutive workflows for greater efficiency.
- Integral to translating the workflow requirements into the enhanced feature set.
- Conducted remote demonstrations of the enhancements to key personnel and responded to their feedback.
- Created technical instruction manuals for parsing, invoice intake and audit review.
- Designed and led training sessions for new staff assistants. This combined with my technical user manuals created a more efficient means for the staff assistants to be assimilated into the workforce.
- Reviewed national invoices from independent adjusters for standard compliance to individually approved fee schedules.

Associate Director ▪ ESPN ▪ Bristol, CT
 (5 years)

- Studio and Remote Production for SportsCenter, Baseball Tonight, College GameNight, X- Center, Final Four.
- Coordinated production crew members for preproduction of packages for live playback.
- During live production, coordinated live guest shots, timed live show elements and segments, managed live graphic inserts from multiple sources.

Assistant Operations Manager & Lead Director ▪ WSIU / WUSI-TV, Carbondale, IL
 (3 years)

- Facilities scheduling of studios, control rooms, electronic field production, and post production.
- Project management and invoicing for local productions and contract / uplink work.
- Led weekly production meetings with department heads.
- While a student at Southern Illinois University, directed the majority of the local television programming at WSIU-TV, a PBS affiliate.

Volunteer

- Videographer ▪ Pet adoption and special project videos for the Connecticut Humane Society, Newington, CT Branch
- Girl Scouts of Connecticut ▪ Troop Leader, Service Unit Product Manager, Service Unit Recognitions Manager, Service Unit Secretary
- Program Volunteer ▪ Little Makers & Tinker Tuesdays, Canton Public Library
- Coach ▪ First LEGO League Junior robotics team

Awards/Activities

- 2-time Emmy award winner for Outstanding Studio Show – Daily – SportsCenter
- WSIU-TV Student of the Year
- Author, as Shona Bradbury: Self-published three novels for eBook and Print On-Demand: An Original Roswell (2014), Changing Realms (2015) & Gesticulations

Military Experience

- Electrical Systems Specialist – United States Air Force, 9th Civil Engineering Squadron, Rank: SRA E-4
- Responsible for installation, maintenance, and troubleshooting of high and low voltage electrics, cathodic protection, and fire/security alarm systems.

Education

- B.A. Communications and Media Arts – Southern Illinois University at Carbondale ▪ 2001 Minor: Marketing
- Electrical Systems Specialist Technical School – Sheppard AFB, Wichita Falls, TX