

**LISA THOMPSON**  
**SENIOR PRINCIPAL CONSULTANT**

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## **PROFESSIONAL SUMMARY**

Technically sophisticated global IT Executive consultant with a history of achieving commercial objectives, maximizing end-user satisfaction, developing, and implementing new strategies. Adept at overseeing multiple projects across various countries, and building long-term relationships with stakeholders to deliver optimal results. Proven capacity to maintain awareness of digital technology standards, lead a large project team, identify, and guide digital transformation initiatives.

## **PROFESSIONAL EXPERIENCE**

### **Senior Staff Agile Business Analyst/Principal Consultant, Westinghouse Electric Company - Nuclear Division**

**Pittsburgh, Pennsylvania USA 2021 – 2023**

Led in the facilitation of Daily Scrum teams to execute and perform planning, development, and testing on large software development, implementation, and integration project.

Interacted with Product Owners and development teams to translate business requirements into User stories, using MS Azure DevOps (ADO).

Collaborated with Product Owners and Scrum Lead to manage Sprint backlog items and tasks.

Provided industry and business process expertise for lean and continuous improvement and documentation of new way of working.

Developed and implemented strategies to align with organization goals for incorporating emerging technology trends and industry standards to drive business decisions and outcomes.

Functioned as Change Management Agent and Advisor to drive forward the MS DevOps and Agile methods for simplification of processes and automation of software development and delivery.

Collaborated with Stakeholders to align best approach and best practices for digital technology solutions.

### **Senior Business Analyst/Product Consultant, Cognizant/Source Edge LLC Remote, 2019 – 2020**

Drove Monthly multi-phase requirements to implementation for Clinical Care Advance (CCA/CAE) benefiting daily business functions for 3.1 million Health plan members in the NYC tri-state area.

Increased claims review turnaround time by 50% through defining new requirements and provided configuration modifications to existing software design for enterprise-wide system upgrade and implementation within 2 months.

Reduced system overlaps by 66% by managing multiple Clinical Care Advance (CCA) Software upgrades for Release Management per Regulatory process and monthly implementations.

Developed and trained 10-15 Offshore Personnel/ Product Team and Systems support.

### **Product Configuration Consultant**

#### **Anthem/AndTech Solutions, Remote, USA 2018 – 2019**

Agile project team lead responsible for software application configuration and business systems analysis.

Managed 1 year of backlog for small projects using agile methodology and Jira tools for planning and execution of software development deliverables.

Delivered critical software application configuration projects within agile sprint cycle(s) while managing cross-functional IT initiatives.

### **Product Configuration Consultant LA Care Health Plan/ FlexTech, Inc.**

**Los Angeles, CA, USA 2016 – 2018**

Supported primary healthcare client in two areas of health insurance practice, overseeing Utilization and Care Management activities related to Clinical Care Advance software application configuration to enhance productivity and application quality/ product support for two million Members.

Delivered outstanding knowledge of project management for leading cross-functional Business and IT project teams while deploying system upgrades to meet regulatory requirements deadlines.

Led resource for software application configuration and product support enabling business outcomes.

Provided Project Management knowledge and expertise to various IT project teams.

## **Senior IT Business Analyst/ Project Manager, Tengizchevroil/Bolashak LLP**

### **Atyrau, Kazakhstan 2013 – 2014**

Expert Oil and Gas IT Consultant providing advisement, guidance, and leadership to project manager, development team, and key stakeholders for business analysis and project coordination.

Fulfilled IT and business requirements by coordinating with other vendors for analysis of software applications.

Managed a Medium-sized project with a delivery period of 6 months from the onset of project scope.

Supervised testing, change management, and communications activities for leading overall assigned projects.

Functioned as a Business and Technology Change Management resource for the development and execution of training during the implementation of IT systems.

## **Senior Project Management Consultant, Wipro Technologies**

### **New Orleans, LA, USA 2011 – 2013**

Contributed to the execution of multiple global projects for Shell Upstream Americas, as well as rendering a full range of analytical support and exemplary expertise for leading small projects within IT sectors.

Ensured on-time provision of database application by leading IT project budget, also created effective test cases according to requirements of the business.

Oversaw extensive data-gathering sessions to identify relevant stakeholders and developing project strategies to evaluate proper data, as well as generated successful training strategies and test plans for business development.

Led, completed, and delivered various projects against scope, schedule, budget, and client expectation. Utilized strategic methodologies to identify potential risks and address project problems.

Lent professional and comprehensive skills for best practice, project planning, and use case development.

Managed Testing and Training Activities for small to medium-sized projects.

## **Senior Systems Implementation Integration Consultant, Accenture**

### **Irving, TX USA 2007 – 2011**

Delivered full fledge IT consultancy services for leading 8-10 global IT projects in various industries.

Demonstrated industry expertise in systems implementation, testing and deployment, business process improvement, change management, and organizational restructuring.

Steered business growth strategy assessment, cost reduction, and optimization, as well as fulfilled systems requirements by contributing to meetings for analysis of systems interface and interaction.

Spear-head project resources in various phases of planning, risk management, testing, and deployment.

Change Management Lead and Key Contributor for business process redesign, data process mapping, and workflow diagram.

## **Senior Business Systems Analyst, Perot Systems Plano, Texas 2006-2007**

### **Financial Analyst, Ohio Health Columbus, Ohio 2005-2006**

### **Health Policy Advisor, World Health Organization – United Nations Tirana, Albania 2005-2005**

## **EDUCATION**

Master's Public Health, Tulane University, New Orleans, LA

Bachelor of Arts, University of Southern Mississippi, Hattiesburg, MS

Bachelor of Science, University of Southern Mississippi, Hattiesburg, MS

## **PROFESSIONAL SKILLS**

Management Consulting

SDLC Project Planning and Management

Product Analyst and Implementation

Digital Technology and Transformation

Project/Product Strategy

Leadership and Team Management

Agile Software Development Methodology

Change Leadership and Organizational Management

Digital Strategy

Stakeholder Engagement