

SHAUGHNESSY SPEIRS

Hear the customer voice | Talk to tech | Do the right work

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📍 Denver, CO



SUMMARY

An outgoing, empathetic communicator with technical savvy, I have a rare ability to traverse the gap between business and technology. I will bring exceptional writing skills, a mind for user-centered design, and enduring technical curiosity to a role on a product team.

EXPERIENCE

Business Analyst

Governor's Office of Information Technology

📅 May 2015 - ongoing

📍 Denver, CO

Providing business analysis services to the agencies of the state of Colorado

- Provided business analysis consulting to 12 state agencies
- Elicited high-level and detailed requirements for custom and COTS solutions
- Managed multiple custom application development projects
- Specialized in Salesforce application development & earned Certified Salesforce Administrator credential

Senior Process Analyst

Governor's Office of Information Technology

📅 Sep 2014 - May 2015

📍 Denver, CO

Analyzing and documenting processes for the Enterprise Applications group

- Researched, created and documented the first enterprise-wide release management process
- Established the Enterprise Applications Governance Team and procedure for reviewing, creating, and approving new Enterprise Applications processes and policies

EDUCATION

Bachelor of Arts, English

Metropolitan State College of Denver

📅 2007 - 2008

GPA

3.26 / 4.00

PROJECTS

Business Analyst Center of Excellence

📅 2016

📍 Denver, CO

Facilitator for 2016 Year

- Conducted research and focus group to re-charter and reformat the CoE
- Doubled rate of participation among business analysts from the previous year

Enterprise Legislation Management System (ELMS)

📅 2015

📍 Denver, CO

Product Owner/Project Manager

- Gathered requirements and managed the development of a new application to assist the Governor's Office in tracking and analyzing legislation.
- Used agile approach in development to meet time constraints and deliver product closely aligned to customer expectations.

SKILLS

Excel



Visio



Salesforce



Javascript/HTML/CSS



SQL

