

# Debra Silbert

## Sr. Systems Analyst/Dynamics 365 Functional Consultant

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I am a well-seasoned IT professional with over thirty years of experience as a results-oriented systems technologist mastering many technology disciplines including, most recently, Microsoft Dynamics 365 in the cloud.

### Skills & Expertise

- Business Analysis
- Software Test Management
- Mentoring & Team Leadership
- Systems Analysis
- Dynamics 365 Configuration & Administration
- Technical Documentation
- Requirements Gathering
- Agile project delivery
- Online Help
- Process Analysis

### Professional Experience

**Chesterfield County Information Services Technologies** | Richmond, VA

Senior Systems Analyst, Dynamics Functional Lead (2015 - August 2018)

Serve as the county's senior analyst supporting the decommissioning of legacy technologies and replacement with cloud technologies in the Microsoft ecosystem. Along with performing all the analysis work, also mentor and consult the organization on SDLC best practices.

Success stories:

- ✓ Dynamics 365 Online
  - Developed award-winning social services welfare payment system from the ground up beginning with as-is process mapping and requirements gathering from a user base entrenched in the "because we've always done it that way" mentality. Modeled their business domain in Dynamics using best practices unique to the cloud platform. Managed all aspects of the effort; including, design, configuration, testing, training, project management, and operational change management. Effort involved integrating with the county's ERP via SSIS technologies.
  - Currently developing additional functionality to integrate child welfare case tracking for the Comprehensive Services Act.
- ✓ Business Process Re-engineering - In preparation for systems modernization, facilitated extensive interviews with subject matter experts and management to identify opportunities for process change to support efficiency improvements aligned with new systems.

Awards/Recognition for Dynamics 365 welfare payment system

- ❖ Received the 2017 Innovative Use of Technology in Local Government award from Commonwealth of Virginia Innovative Technology Symposium
- ❖ Received Excellence in Technology award from the National Association of Counties (NACo)
- ❖ Project being used by Microsoft in their case study marketing.

**Virginia Department of Motor Vehicles** | Richmond, VA  
Sr. Systems Analyst/Scrum Master/Certified PM (2012-2015)

Senior technologist on DMV modernization team responsible for implementing state-of-the-art systems and decommissioning legacy applications, including MVS mainframe.

Success stories:

- ✓ ScrumMaster - Coached two major Web development projects with multiple work streams; each with its own team, backlog, and schedule. Performed in multiple roles; scrum master, systems analyst, test engineer to retire legacy technology and deliver real-time data exchange between DMV and external business partner.
- ✓ Microsoft Test Manager adoption - spearheaded the first implementation of Test Manager 2012 in the enterprise to manage test planning, execution, and tracking.
- ✓ Visual Studio Scrum Process Template adoption - thought leader and evangelist for the agency's first adoption of the Scrum Process Template to manage the Agile project teams, resulting in efficiencies in backlog grooming, sprint execution, planning, and retrospectives, bringing transparency to business stakeholders, including the extensive use of Sharepoint portals and Powerpoint storyboarding.
- ✓ Motor Carrier System Discovery - Research analyst on systems discovery effort to document all as-is systems and business processes and develop a blueprint for systems modernization.
- ✓ Web-based online help - authored application help for users of customer servicing system.

**Allianz Global Assistance Interactive** | Richmond, VA  
Sr. Systems Analyst (2011-2012)

Managed a BSA practice for eCommerce division of global company providing Web-based dynamic cross-sell offers presentation and optimization to business partners in the travel, event, and lodging industries.

Success Stories:

- ✓ Lead BSA in all development requests from domestic and global partners for implementation of our Web services solution, developing requirements based on our standard WSDL interface and the B2B partner's user experience scenarios. Lead BSA in implementation of state-of-the-art business intelligence solution.
- ✓ Facilitated design conversations for state-of-the-art solutions representing foundational functionality driven by the enterprise strategic roadmap.
- ✓ Lead BSA in all enhancement requests to a home-grown marketing & analytics application used for cross-sell offer design and configuration, market testing, and analytics.
- ✓ Provide leadership in process improvement initiatives targeted at improving operational processes.

**CARMAX** | Richmond, VA  
Sr. Systems Analyst (2010-2011)

Worked on Agile team responsible for [carmax.com](http://carmax.com) website. Wrote use cases, workflow diagrams, process diagrams, and data dictionaries. Participated in UI design, testing, defect management.

**Capital One** | Richmond, VA  
Sr. Systems Analyst (2008-2010)

Worked on Agile team responsible for [capitalone.com](http://capitalone.com) website. Developed requirements and participated in UX design, testing, and defect management, bringing years of experience to bear with junior analysts.