

Debra Silbert

Sr. Systems Analyst/Dynamics 365 Functional Consultant

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Seasoned IT professional with over thirty years of experience as a results-oriented systems technologist solving business problems with superior critical thinking and technical communication skills. I believe in smart, value-driven implementations. I am also a Certified Scrum Master and believe in delivering this value often and iteratively.

Skills & Expertise

- Business Analysis
- Systems Analysis
- Use Cases & Requirements
- Software Testing
- Dynamics 365 Customization
- Process Analysis
- Agile project delivery
- Mentoring & Team Leadership
- Technical Content
- Online Help

Professional Experience

Chesterfield County Information Services Technologies | Richmond, VA

Senior Systems Analyst, Dynamics Functional Lead (2015 - present)

I lead a Dynamics 365 implementation which introduced cloud technologies to local government.

Success stories:

- ✓ Dynamics 365 Online - Developed social services welfare payment system using 95% OOTB Dynamics 365 configuration tools which shepherded in the county's first cloud implementation and decommissioned two legacy mainframe applications.
- ✓ 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.
- ✓ Mainframe Decommission Testing Phase - Test planning and execution on mainframe to Micro Focus migration.

Awards/Recognition

- ❖ Recipient of the Innovative Use of Technology in Local Government award at the 2017 Commonwealth of Virginia Innovative Technology Symposium
- ❖ Recipient of the National Association of Counties (NACo) award
- ❖ Project success 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)

I 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 website. I 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 website. I developed requirements and participated in UX design, testing, and defect management, bringing years of experience to bear with junior analysts.

LandAmerica | Richmond, VA

Business Analyst/Project Manager (2005-2008)

Project management, policy & procedure development, information security, Sarbanes-Oxley, Web-based online help.