

# Taha Shipchandler

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## Professional Summary

**Data analyst** with 15+ years of experience in interpreting and analyzing data for driving business solutions. Proficient knowledge in statistics, mathematics, and analytics. Excellent understanding of business operations and analytics tools for effective analysis of data. PMP **certified project manager** with the technical expertise and business acumen necessary to translate business requirements and objectives into scalable, highly resilient, and successful completed projects. Brand-minded **technical writer** with a robust portfolio and a finger on the pulse of IT software application issues.

## Skills & Abilities

LANGUAGES	JSON, Php, XML, ASP, JavaScript, DITA, HTML
DATABASE	MSSQL, DB2, Oracle, Access, SQLite, MySQL
SOFTWARE	MS Office, SharePoint, Visio, Adobe Suite
BI & ANALYTICS	BOARD, Excel, SRSS, Crystal Reports, SQL
AGILE TOOLS	Jira, ITIL, SAFe

## Experience

### **SCRUM MASTER, TECHNICAL WRITER | CAPITALONE | 10/2017 – 1/2018**

- Worked on a large data warehouse migration team project from legacy databases to Snowflake cloud database on Amazon Web Services (AWC)
- Served as Scrum Master for two ten-person teams in the home loans line of business
- Conducted daily standups, sprint planning, sprint review and retrospective scrum ceremonies, worked extensively with Jira, facilitated dependencies with other teams in a tightly run scaled Agile environment.
- Compiled the minutes of every S2 meeting in conjunction with the meeting chair, and distributed it to all invitees, thus increasing team productivity by 25%.

### **TECHNICAL WRITER, PROJECT MANAGER | NY STATE DEPT. OF HEALTH | 1/2017 – 9/2017**

- Facilitated compilation of knowledgebases for statewide healthcare software applications under the direction of the CIO and consistently met expected timelines.
- Conducted a series of meetings with technical and business owners to solicit data related to servers, middleware, network, database, configuration, account management and business aspects of the statewide software applications
- Prepared a design document for an enterprise web application under the direction of a senior architect which included system architecture, data dictionary, UI/UX, authentication & authorization, test plan & scenarios, information security, hosting environment, load profile & expected response times.

- Prepared a detailed Disaster Recovery Playbook in conjunction with several SMEs for a major, scheduled, failover event with 30% increased efficiency.

**DATA ANALYST, TECHNICAL WRITER | HOUSTON POLICE DEPARTMENT | 4/2015 – 12/2016**

- Played key role in preparation of the winning bid that secured the project amongst a field of twelve competitors for the implementation of two enterprise case management systems
- Interviewed several SMEs to prepare detailed design specifications and test scripts.
- Participated in daily Agile code review sessions
- Implemented data analytics and created BI dashboards with associated pie charts and bar graphs using the BOARD tool in conjunction with the Director of Professional Services.
- Created detailed user & admin manuals and manuscripts for other software tools each over 250 pages which reduced the learning curve of the users by 40%.

**DATA ANALYST, TECHNICAL WRITER, & P.M. | SHIPCOM WIRELESS | 9/2010 – 3/2015**

- Developed context-sensitive online help utilizing Adobe RoboHelp for enterprise application projects thus reducing the users learning curve by 30%.
- Implemented workflow and systems diagrams in Visio, conducted requirements gathering sessions, and developed detailed design documents in conjunction with the Chief Architect
- Pioneered the creation of Helpdesk and associated call center for an enterprise application as the chief project manager.
- Successfully worked as a data analyst on a 4-person team assigned to close a large project thus paving way for a substantial new project for the company.

**WEB DEVELOPER | DATAMATIX, INC. | 1/2003 – 8/2010**

- Honed entrepreneurial skills by being a self-employed web developer. Acquired and successfully implemented projects in the public sector and the oil & gas industry. Implemented E-commerce & web applications with Microsoft stack. Gained expertise in all phases of SDLC including, design, development, testing, installation, support, enhancements, training, and documentation.
- Few notable companies worked for are BP, Powell, Koch, Brown & Root, City of Houston, Texas Tech, Olin
- Honed business development skills to keep the sales pipeline full.
- Fine-tuned technical and soft skills to successfully handle all client requirements.

**Education**

**M.S. | UNIVERSITY OF HOUSTON**

- Major: Industrial Engineering

**B.S. | MANIPAL INSTITUTE OF TECHNOLOGY**

- Major: Electrical Engineering

Taha Shiphandler

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## **Certification**

**PMP | PMI.ORG**

Project Management Professional