

Joshua Nelson

PSM1 Scrum Master | BA QA Hybrid | Implementation Analyst

Josh is a Business Analyst with a unique blend of SDLC experience in roles such as IT Support Specialist, Implementation Analyst, Scrum Master and Quality Assurance Analyst. Josh obtained his MBA and PSM1 and currently works in the Healthcare industry. Josh also has advanced SQL skills and works with stakeholders to gather requirements for reports and monitoring, creates SQL scripts, tests the output, and schedules them for release. Josh is a team member who brings others together with his leadership qualities and warm personality. He personifies the many qualities a scrum master needs to demonstrate in order to be successful. Josh works well in teams and works diligently to meet expectations in both Agile and Waterfall environments. Josh is a young soul with great energy, making him active in and outside of the workplace. He enjoys participating in and watching sports, spending time with friends and family, and a hot cup of coffee.

Technical Skills

- ★ Payor codes (CPT, ICD, NPI, Tax, Insurance and Payer ID)
- ★ User story and backlog creation
- ★ Advanced SQL (Joins, Triggers, Cursors, Functions, Unions)
- ★ End to End SQL scripts (Scope, Development, Train and Hand-off)
- ★ Acceptance criteria and Gherkin
- ★ Waterfall, Scrum, Kanban, & Hybrid
- ★ Scrum Ceremony Facilitation
- ★ Elicitation Techniques from BABOK
- ★ Test case creation for Web and Mobile

Industries, Apps, Certs, Awards

- ★ 5+ years in Healthcare industry
- ★ 3+ years in IT as Technical Support Analyst and Implementation Analyst
- ★ Project Management Tools: Jira, Trello
- ★ MS Suite, G Suite, WIX
- ★ SQL Server Mgmt Studio, SSIS, Iguana
- ★ BS & MBA - University of Toledo
- ★ Certified BA, QA, and SDLC - CITBC
- ★ PSM1 - Professional Scrum Master
- ★ EMR Systems (Electronic Medical Record) - Epic, PCC, Medinformatix
- ★ ECBA through BABOK - (*in progress*)

Recent Projects

(11/2019)–Current

eInformatix Project - TRA Medical Imaging

Waterfall | Medinformatix

Implementation

Implementation and Go-Live Support Analyst

- ❑ Obtained client requirements and generated in-scope and out-of-scope documents for project team
- ❑ Completed and modified SQL scripts to meet business requirements and deliver requested data
- ❑ Tested scripts incrementally with the implementation team and then on-site client team.
- ❑ Managed client end-users through training during and after go live to ensure system utilization
- ❑ Produce end user training and FAQ documentation to knowledge transfer product to support teams

2/2020 – 5/2020

Author D.P. Conway

Waterfall | Website Redesign

Business Analyst

- ❑ Elicited requirements to generate user stories and acceptance criteria in gherkin format
- ❑ Engaged in Client meetings with Project Manager to gather and document requirements
- ❑ Aided QA with developing a test plan to ensure they understood the requirements and AC

- ❑ Analyzed changes for SEO and UI/UX to improve site usability and search engine rank

1/2020 - 3/2020

Columbus IT Bootcamp Phase 3

Scrum Master / Business Analyst

Scrum | Responsive Web and Mobile

Enhancements

- ❑ Coached development on the agile mindset and facilitated scrum ceremonies
- ❑ Devised multiple channels of communication for improved productivity, and effective retrospectives.
- ❑ Gathered requirements using multiple techniques to identify and translate business needs
- ❑ Generated user stories and acceptance criteria with standard Gherkin format

Recent Work Experience

11/2017–Current

eInformatix

IT Technical Support Analyst

- ❑ Established and provide general maintenance on HL7 interfaces between RIS, PACS, Dictation Systems.
- ❑ Monitored datasets for multiple interfaces, including HL7, Report Distribution, and Autodialers.
- ❑ Audited, tested, and analyzed workflows and procedures using SSMS, Crystal Reports, Power BI.
- ❑ Queried and worked within multiple client databases and servers using advanced SQL

01/2017-11/2017

Wesley Glen Retirement Community

Executive Assistant for Retirement Center Director

- ❑ Established universal recruitment process for departments across Wesley Glen Retirement Community.
- ❑ Built PCC identification system for assisted living residents for ease of access and optimal care.
- ❑ Backed-up coverage for admissions, prior authorizations, resident services, STNA Scheduling, and Dining.
- ❑ Aided executive director with budgeting, documentation, and management duties

01/2014-05/2015

Nationwide Children's Hospital

Administrative Assistant II

- ❑ Established new protocol on handling prior authorizations eliminating wasted time.
- ❑ Networked new relationships with other departments creating a comprehensive environment.
- ❑ Coordinated with Program Director and Residents to establish a yearly education program and protocol.
- ❑ Assisted patients and family with obtaining insurance benefits and coverage.

Education

The Columbus IT Bootcamp (2020)

- ★ IT Bootcamp focusing on BA, QA, Scrum Master, SDLC projects, and Information Systems

University of Toledo (2012-2015) (2017-2019)

- ★ MBA - Master of Business Administration
- ★ BS - Bachelor of Science in Healthcare Administration

