

CURTIS G. CARMICHAEL

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603-769-8012

CORE COMPETENCIES

- Technical Business Analysis
- Agile/Scrum Methodologies
- Scrum Master
- Project Management
- System Design and Development
- Product Definition
- User Experience (UX) / User Interface (UI) Design
- Technical Documentation
- Cross-functional Team Collaboration
- Generative Artificial Intelligence (AI)
- Global IT Industry Experience

EDUCATION

Southern New Hampshire University

Master of Science in Information Technology (GPA: 3.945)

Plymouth State University

- Bachelor of Science in Web Management and Internet Commerce (Interdisciplinary Studies)
- Minor in English

Certifications

- Certified ScrumMaster® (CSM)
- Certified SAFe 5 Scrum Master (SSM)

PROFESSIONAL EXPERIENCE

Amadeus

Senior Technical Business Analyst – Rates Backend Team (June 2023 - Present)

This was a lateral move from the UI team with a new focus on backend technologies and processes (i.e. enhancing the design of existing JSON APIs using Swagger, API documentation, bug triage and investigation).

Senior Technical Business Analyst and Scrum Master – UI Team (December 2018 - June 2023)

- Converted from full time contractor to Amadeus employee status.
- Served as Acting Team Manager before a new Team Manager was hired.
- Obtained Certified SAFe 5 Scrum Master (SSM) certification.
- Continuation of earlier responsibilities at Amadeus (below).

Technical Business Analyst and Scrum Master (CSM) – UI Team (August 2016 - December 2018)

- Obtained Certified ScrumMaster® (CSM) certification and assumed Scrum Master responsibilities for UI development teams.
- Led daily standups, grooming sessions, sprint demos, retrospectives, and planning meetings to ensure efficient team collaboration.
- Managed end-to-end sprint planning and execution, balancing priorities and capacity restrictions.
- Collaborated with Product Management to define product requirements and create user stories.
- Continuously improved team performance by identifying and addressing areas for improvement during retrospectives.
- Continuation of earlier responsibilities at Amadeus (next page).

Technical Business Analyst – UI Team (July 2015 - August 2016)

- Developed and maintained technical documentation, including system sequence diagrams, business flow diagrams, and data dictionaries.
- Developed wireframes and UML diagrams to guide system design and development.
- Worked closely with Intercontinental Hotel Group (IHG) as a customer-facing representative. Attended face-to-face workshops working with IHG Subject Matter Experts.

Thunderhead (since acquired by Medallia)

IT Business Analyst

April 2012 - July 2015

- Developed a comprehensive training document and 100+ page Standard Operating Procedure (SOP) for a new sales and customer onboarding process in Salesforce.
- Designed and built a bulk user upload tool using Jive REST API and Curl.
- Managed office IT expansion and relocation, ensuring seamless implementation of ISP services and infrastructure.
- Implemented Kaspersky end-point protection system and assisted HR with HCM implementation.

Note: The last ~12 years have been noted on my resume. Prior to serving as a Senior Technical Business Analyst, I was a Website Designer/Developer and Digital Marketing professional. Those roles also involved working with data, and various system integrations.

SKILLS

- Generative AI (Midjourney, ChatGPT 4, and DALL-E prompts): Editing a course and a book, website content generation, custom plugin/module development use cases (i.e. content synchronization between taxonomy categories). AI is great for fast-tracking new ideas and concepts and closing requirement gaps.
- Project Management Tools: Jira, MS Project, Basecamp
- Wireframing/interactive prototyping tools: Axure RP Team Edition, Balsamiq Mockups
- UML: PlantUML syntax
- Front-end Development: HTML, CSS
- Databases: MySQL, PostgreSQL, Access, Oracle
- CRM: Salesforce
- CMS: WordPress, Joomla, Drupal
- Adobe Creative Suite: Acrobat, Illustrator, InDesign, Photoshop
- Code Editors: Visual Studio Code, Notepad++
- Source Control / Git: Sourcetree, GitHub Desktop
- Presentation and Communication

ACHIEVEMENTS

Taught a graduate-level Business Analytics class in person at Southern New Hampshire University (two semesters: Summer 2023 and Fall 2023).

Editor, *From Data to Decisions: Leveraging Business Analysis for Growth*: <https://www.amazon.com/dp/B0C3KVG8HC>

Author, *Effective E-Marketing Strategies* (The Business Journals' 2018 “10 Books Aspiring Business Executives Should Read This Year”): <https://www.amazon.com/dp/B008OAFN7I>

REFERENCES

Please see “Recommendations” at <https://www.linkedin.com/in/curtiscarmichael/>.