

Kali Thomas

Clearance: Secret

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Multifaceted and solutions-driven professional possessing 6 years of experience in Agile, Project Management, DevOps, and more. Well-versed in facilitating discovery sessions, data analysis/cleanup, technical writing, leading agile teams, and collaborating with cross-functional teams throughout the software development lifecycle. Recognized as an excellent communicator, mentor, and a motivating leader with a demonstrated ability to deliver maximum results and exceed expectations.

CORE COMPETENCIES

- Project Management
- Agile/Scrum
- Human-Centered Design
- Change Management/Business Process Reengineering
- Requirements Gathering

TECHNICAL COMPETENCIES

- ServiceNow
- Functional Testing
- Data Analysis
- Data Cleaning
- Reporting
- Visio
- Technical Writing

WORK HISTORY

Sr. ServiceNow Business Analyst February 2024 - Present
Koniag, Inc. – The Department of State | Chantilly, VA

- Confer with 11+ SMEs to elicit requirements for Falcon and Reunification apps to refine user stories.
- Decrease personal backlog of 40+ user stories to less than 20 in under 6 months.
- Provide enhancement recommendations to SMEs for Falcon and Reunification apps.
- Proactively identify system defects for resolution to reduce impact on operations.
- Conduct unit and spot testing for 8+ user stories per sprint, ensuring code is functioning as expected.
- Perform data cleanup (often 100s or 1000s of records) on Falcon data to mitigate or eliminate data discrepancies.

ServiceNow Technical Analyst November 2022 – February 2024
MetaPhase Consulting – The Department of State | Reston, VA

- Designed an approval workflow for the client which alleviated their administrative burden by reducing time spent consolidating and reviewing procurement forecast submissions by 60%.
- Function as the O&M product lead for 5 products, as well as provide technical and administrative support to 4 cross-cutting project teams.
- Serve as the Scrum Master for 2 development teams (ServiceNow and AWS) consisting of 8 members in which I facilitate scrum ceremonies, remove barriers, and mitigate risks.
- Facilitate 2-3 monthly discovery workshops with Product Owners and key stakeholders to extract As-Is business processes and identify outstanding requirements for To-Be processes.
- Develop and maintain project schedules, reports, and dashboards ensuring development teams adhere to timeliness and Executive leadership has project visibility.
- Perform Tier 3 support to resolve and mitigate system issues by 37% by replicating the issue in a Test environment and collaborating with developers to determine solutions or workarounds.

Business Analyst April 2021 – November 2022
ECS – The Department of Homeland Security | Arlington, VA

- Proposed and spearheaded the implementation of utilizing video recordings along with Knowledge Articles to support product releases which increased adoption rates by 34%.
- Created and managed user accounts in ServiceNow by standardizing data and performing data cleanup.
- Developed 3 monthly reports to inform Senior leadership of the amount and types of tickets being fulfilled within the Tier 1/Tier 2 group.
- Performed Tier 1/Tier 2 platform support to DHS customers.
- Drafted technical documents such as SOPs, Job Aids, and User Guides that support fulfillers and end users.
- Collaborated with the Project Manager and Scrum Master to identify documentation, communications, and training needs ensuring a seamless adoption of the released application.

- Prepared for weekly releases by working with the Platform Administrator to consolidate update sets to push to Production.

Business Analyst June 2020 – April 2021

EGlobalTech – The Department of Homeland Security | Vienna, VA

- Proposed an optimized process for handling requests which improved efficiency and catapulted processing metrics upward by 19% and reduced the number of daily requests.
- Consulted with Privacy Office Senior leadership to process 100+ requests per day.
- Generated 2 bi-weekly status reports and shared the findings, and conclusions with the team to improve strategy and operations.

Analyst February 2018 – June 2020

Reed Technologies - The United States Patent and Trademark Office | Alexandria, VA

- Increased the departments' daily and weekly metrics by 51% through processing applications at an accelerated rate.
- Trained new employees on the application review process, company procedures, and best practices.
- Processed 300+ applications daily using in-house software, ensuring accuracy and completeness.

CERTIFICATIONS

CompTIA Security+

Certified ScrumMaster (CSM)

ServiceNow Certified System Administrator (CSA)

ServiceNow Certified Implementation Specialist (CIS) – IT Service Management

EDUCATION

Strayer University

Bachelor of Arts in Business Administration

Prince George's Community College

Associate of Applied Science in Cybersecurity