

# Michael Zhang

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## PROFESSIONAL SUMMARY

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Senior Software Analyst with over 8 years of experience specializing in ERP system integration and large scale requirements elicitation. Proven track record of reducing project delivery cycles by 15 percent through optimized documentation workflows and bridging communication gaps between C-suite stakeholders and engineering teams.

## WORK EXPERIENCE

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### Senior Software Analyst | Vertex Systems Solutions | Austin, TX

Mar 2019 - Present

- Led the requirement elicitation phase for a multi-tenant SaaS platform, resulting in a 30% increase in user retention over 12 months.
- Authored over 150 detailed functional specifications that guided a team of 12 developers through a complex architecture overhaul.
- Optimized the UAT process by implementing automated feedback loops, reducing the final testing phase duration by 3 weeks per release cycle.
- Managed a project budget of \$850k and ensured all deliverables were met 10% under budget through rigorous scope control.
- Facilitated weekly synchronization meetings between product owners and engineers to resolve technical debt issues affecting 100k+ users.

### Software Requirement Analyst | DataFlow Global | Dallas, TX

Jun 2015 - Feb 2019

- Spearheaded the analysis of legacy database migrations, which improved data retrieval speeds by 40% across the organization.
- Developed a comprehensive traceability matrix that linked 500+ business requirements to specific test cases, ensuring 100% test coverage.
- Reduced post-deployment bug reports by 22% by introducing more rigorous edge-case analysis during the design phase.
- Collaborated with UX designers to translate wireframes into technical constraints for the front-end development team.
- Conducted training sessions for 200+ internal users on new software functionalities, achieving a 95% satisfaction rate in post-training surveys.

### Junior Programmer Analyst | Innovatech Corp | San Jose, CA

Aug 2012 - May 2015

- Assisted in the documentation of system requirements for internal HR tools, supporting a workforce of 5,000 employees.
- Debugged and resolved 50+ critical application errors by analyzing code logic against original specification documents.
- Contributed to the successful launch of a mobile internal reporting app by conducting rigorous cross-browser and cross-platform testing.
- Maintained technical documentation in Confluence, ensuring all system changes were recorded for future compliance audits.

## EDUCATION

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**The University of Texas at Austin | Master of Science | Information Technology Management**

*Sep 2010 - May 2012*

**Texas A&M University | Bachelor of Science | Computer Science**

*Sep 2006 - May 2010*

## SKILLS

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UML Modeling, Business Process Mapping, User Story Mapping, Functional Specifications (FSD), GAP Analysis, SQL, JIRA / Confluence, Postman (API Testing), Microsoft Visio, Enterprise Architect, Agile / Scrum, SDLC Management, DevOps Alignment, Regression Testing, UAT Coordination

## CERTIFICATIONS

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Certified Business Analysis Professional (CBAP) | IIBA (Nov 2021)

Certified Scrum Product Owner (CSPO) | Scrum Alliance (Apr 2018)

## LANGUAGES

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English (Native)

Mandarin (Fluent (HSK 6))

## ACTIVITIES

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### **Volunteer Mentor**

Mentoring undergraduate computer science students on system design and career pathing.

### **Tech Conference Speaker**

Presented on 'Bridging the Gap: Effective Requirement Elicitation' at the 2022 Southwest Tech Expo.