KIMBERLY SEVEDGE

Senior Business Analyst | Agile Delivery | Requirements, Process Improvement & Project Management
Kansas City, MO | 816-885-2550 | kimberly@kimberlysevedge.com | kimberlysevedge.com/linkedin

SUMMARY

Senior Business Analyst with 10+ years of experience translating business needs into actionable requirements, user stories, acceptance criteria, process workflows, and test plans. Experienced in Agile, Scrum, Kanban, and hybrid delivery environments across financial services, client-facing software, mobile applications, and cloud-migration initiatives. Trusted partner to product owners, stakeholders, developers, and QA teams, with hands-on expertise in backlog refinement, sprint planning, UAT, defect triage, Azure DevOps, Jira, and Lucidchart. Known for clarifying complex workflows, aligning teams around priorities, and delivering practical solutions that improve operational effectiveness.

SKILLS

Business Analysis: requirements elicitation, user stories, acceptance criteria, process mapping, workflow analysis, stakeholder management, backlog prioritization, UAT, defect triage, regulatory requirements
Agile Delivery: scrum, Kanban, sprint planning, backlog refinement, retrospectives, daily standups, release planning
Tools: Azure DevOps, Jira, Lucidchart, SharePoint, Workday, Microsoft Office
Quality & Documentation: test cases, test plans, test execution, business specifications, user documentation, training materials, SDLC

WORK EXPERIENCE

Senior IT Business Systems Analyst

Forrest T. Jones & Company, Inc. · Kansas City, MO — August 2022–Present

- Serve as Interim Project Manager on occasions, leading cross-functional teams during search for permanent replacement
- Serve as the primary liaison between business stakeholders, clients, and Agile development teams for software enhancements and operational initiatives
- Elicit, document, and refine business requirements, user stories, acceptance criteria, and supporting process details
- Partner with stakeholders and development teams to prioritize backlog items based on business value, dependencies, and delivery timelines
- Use Azure DevOps to manage requirements, user stories, sprint work, and delivery documentation
- Validate deliverables against documented requirements and communicate scope, progress, risks, and release outcomes to business stakeholders
- Support QA and UAT activities by developing test documentation, executing test scenarios, identifying defects, and confirming resolution

Delivery Lead

Shift Interactive · Grimes, IA · Remote — April 2022–June 2022

- Led Agile delivery for a mobile-application initiative, coordinating the delivery team, client stakeholders, and partner teams
- Facilitated standups, sprint planning, backlog refinement, sprint reviews, and retrospectives
- Managed delivery impediments, risks, dependencies, and client communications throughout the project lifecycle
- Used Jira to maintain requirements, user stories, sprint work, and delivery progress
- Developed test documentation and coordinated client meetings to support solution validation and release readiness

Business Systems Analyst / Quality Assurance Analyst

TreviPay · Kropp Holdings, Inc. · Overland Park, KS — October 2018–April 2022

- Gathered and documented business requirements, user stories, acceptance criteria, workflows, and test scenarios for Agile delivery teams
- Partnered with product owners, developers, QA, and business stakeholders to refine requirements and resolve application issues
- Designed and executed functional test cases, validated results against acceptance criteria, and documented defects for resolution
- Supported a new credit-as-a-service platform and three AWS migration initiatives through documentation, testing, and release activities
- Created Lucidchart workflow diagrams and end-user documentation to clarify processes and support adoption
- Performed functional testing for iOS and Android mobile applications

Business Systems Analyst

DST Systems · Kansas City, MO — November 2016–October 2018

- Developed business and technical specifications, user stories, acceptance criteria, and test scripts for client-facing software enhancements
- Led business-analysis activities across requirements, design, testing, implementation, client communication, and UAT for multiple concurrent initiatives
- Created specifications for a retirement analytics solution on a Big Data platform
- Supported Kanban practices to improve work visibility, prioritization, and team coordination
- Facilitated client calls, product demonstrations, project meetings, and Agile ceremonies

Client Relations Specialist

DST Systems · Kansas City, MO — June 2015–November 2016

- Managed client support requests, technical inquiries, and escalations across multiple accounts
- Gathered and documented requirements for client solutions, software enhancements, and operational events
- Communicated product updates and supported client security setup, enrollment, and software-event documentation

EDUCATION & CERTIFICATIONS

Paralegal Studies · *Kaplan University (Omaha, NE)* · 2009 – 2010 · Associates · 3.8 GPA

General Studies · *South Puget Sound Community College (Olympia, WA)* · 1998 – 2000 · Coursework

AINS Sample Course · 2026