



**Mobile:** +1-253-339-8042

**Email:** resume@smurdock.com

**Website:** <https://www.linkedin.com/in/mistershannonmurdock/>

**Address:** 1743 Summit Ave #106, Seattle, WA 98122-2119

---

## SKILLS

Acceptance Criteria Creation; Agile; Analytical Thinking; B2B Invoicing; Backlog Grooming; BPI; BSA; Business Acumen; Business Process; Business Requirements; Business System Analyst; Certified Scrum Master; Change Management; Communication; Critical Thinking; CSM; Data Analysis; Dealing with Ambiguity; Event Coordination; Event Planning; Functional Analysis; Functional Testing; Gap Analysis; Green Belt; Independent; LEAN; Mexico CFDI; MS Excel; MS Office 365; MS PowerPoint; MS Project; MS Teams; MS Visio; MS Word; Azure DevOps; OAGIS XML; Prioritized Backlog; Process Improvement; Product Backlog; Product Owner; Quality Assurance Testing; Remote Employee; Requirement Analysis; Requirement Documentation; Requirement Elicitation; Requirement Traceability; Scrum; Scrum Alliance; Scrum Ceremonies; SDLC; Self-Managing; Six Sigma Green Belt; Software Development; Sprint Planning; Sprint Retrospective; Sprint Review; Stakeholder Interviews; Stakeholder Relations; System Integration Testing; Systems Analysis; Team Foundation Server; Technical Writing; TFS; Trade-Off Negotiation; User Acceptance Testing; User Stories; User Testing; User Training; Verbal Communication; Waterfall; Workshop Facilitation; Writing Test Scripts; Written Communication

## EMPLOYMENT HISTORY

### **CITY OF TACOMA, Tacoma, Washington**

#### **BUSINESS ANALYST III (April 2019 - Present)**

- Acting as both Product Owner and Scrum Master, I lead a small Scrum Team of developers, teaching them the Agile framework while delivering new sites and custom applications to internal and external city stakeholders.
- I am a leader who is the face of IT to our business units, representing their needs at the scrum ceremonies.
- I maintain a product backlog of Epics, Features, and User Stories in Azure DevOps, which I groom and prioritize with my team, and which I report out to leadership at the end of each sprint.

### **DELL TECHNOLOGIES, Remote Locations**

#### **SENIOR PRODUCT OWNER (January 2016 - February 2018)**

- I translated business requirements into user stories and maintained a prioritized product backlog.
- I ensured developers on the scrum team had clear understandings of business needs & outcomes through careful sprint planning and ongoing communication.
- I provided team velocity and backlog status reporting to program leadership and managed all features, stories, and tasks in TFS (Azure DevOps) from creation to completion.

### **DELL TECHNOLOGIES, Remote Locations**

#### **CERTIFIED SCRUM MASTER, TPM (January 2015 - January 2016)**

- To ensure the most efficient use of team resources, I voluntarily split my time working in time zones for US stakeholders, Malaysian architects, and Indian developers and testers.
- I led my scrum team to an impressive error-free implementation of customized back office functionality via Oracle Order Management, Oracle Receivables, Advanced Collections, and BRM for the US Consumer and Commercial sales channels - the largest system migration in Dell's history.

### **DELL, INC., Round Rock, Texas**

#### **BUSINESS SYSTEMS ANALYST SR ADVISOR (November 2008 - January 2015)**

- I was instrumental in gathering global requirements for major finance and order management systems migrations in Canada, Mexico, and Peru while documenting business processes, identifying potential gaps, assisting with testing, and developing user training prior to delivery.
- As Project Lead, I worked closely with Regional Business Owners and Finance Teams in Mexico to develop new functionality and processes needed to conform to time-sensitive legislation requiring electronic invoice validation by the tax authority and subsequent delivery of approved invoices to customers via CFDI.
- Personally developed, translated, and delivered user training in Mexico City prior to the on-time launch of working end-to-end solution, avoiding costly penalties and saving the company hundreds of thousands of dollars in fines.

**PSC, Houston, Texas****BUSINESS SYSTEMS ANALYST** (May 2008 - November 2008)

- I captured and cataloged business requirements in BRD form, and then in MD.050 technical specification format for PSC's migration to a newer Oracle Order Management and Receivables platform.
- Also assisted with the creation of illustrative wireframes and mock-ups in lieu of requirements documents for simpler web-based UI enhancements requested by users, which helped to expedite delivery of simple functionality by giving development team a clear vision of the stakeholders' desired end state.
- Assisted with creation and execution of test scripts for SIT and UAT phases, and helped to manage defect resolution.

**DELL, Round Rock, Texas****REVENUE SERVICES SPECIALIST** (January 2005 - May 2008)

- Performed AR Reporting from data warehouse to provide customers with custom invoicing solutions, and groomed those customers' purchasing habits for better EDI/B2B custom electronic invoicing solutions.
- Troubleshoot inbound and outbound messaging errors and performed root cause analysis to help correct and prevent ongoing manual touches to the electronic invoicing process.
- Represented Revenue Services in project meetings with IT to ensure system changes or replacements met the needs of the business users and adhered to rules Accounting & Finance.

**DELL, Round Rock, Texas****FEDERAL ORDER PROCESSING SPECIALIST** (June 2002 - December 2004)

- Manually entered complex purchase orders from the Department of Defense and several civilian agencies, resellers, and contractors into Dell's legacy order management system, ensuring correctness of billing, shipping, items, logistics, tax, etc. were perfect so as to reduce errors in delivery or billing.
- Led the finance department in adopting the US military's Wide Area Workflow network for on-line invoicing, which required changes to front and back office processes and systems in order to capture and hold required data.

**EDUCATION****NORTHWESTERN STATE UNIVERSITY, Natchitoches, LA****Some College Coursework Completed** (June 1993)

- Theatre / Performing Arts Scholarship, Speech, Acting, Costuming

**LOUISIANA SCHOLARS' COLLEGE, Natchitoches, LA****Some College Coursework Completed** (May 1992)

- Literature, Computer Science, French, Theater Arts

**LOUISIANA SCHOOL FOR MATH, SCIENCE, AND THE ARTS, Natchitoches, LA****High School Diploma** (May 1991)

- My focus was Humanities (French, Spanish, Russian, Literature) & Arts (Repertory Theatre, Stagecraft, Shakespeare, Lighting Design, Show Choir)

**REFERENCES**

- **TORY GRAF**, Rogue Leader. torygraf@gmail.com or +1-206-226-7436
- **EDUARDO TAVARES**, Sr. IT Program Manager. eduardo.tavares@dell.com or +1-647-502-2914
- **LESLIE CHAVEZ**, IT Director. leslie.chavez@dell.com or +1-512-431-7291

**LICENSES AND CERTIFICATIONS**

- **CERTIFIED SCRUM PRODUCT OWNER**  
CERTIFIED: 2021-02-02  
Certificant ID: 001159610
- **CERTIFIED SCRUM MASTER CERTIFIED**  
ON 2015-06-24  
Certificant ID: 000431883  
<https://www.scrumalliance.org>

**LANGUAGES**

- English (fluent)
- French (intermediate)
- Spanish (intermediate)

**SOCIAL MEDIA**

- [Facebook.com/ShannonBMurdock](https://www.facebook.com/ShannonBMurdock)
- [Linkedin.com/in/mistershannonmurdock](https://www.linkedin.com/in/mistershannonmurdock)