ALICIA L. COOPER

Senior Business Analyst | Scrum Master | Product Owner

Founder and Principal Consultant | Cooper Strategic Consulting LLC
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Based in Arizona | Available for remote and on-site consulting engagements

PROFESSIONAL SUMMARY

Senior Business Analyst, Scrum Master, and Product Owner with 10+ years of experience supporting enterprise technology initiatives across insurance, government, healthcare, financial services, and utilities. Combines requirements analysis, Agile leadership, and product ownership to clarify business needs, prioritize work, coordinate delivery, and support acceptance and releases. Earlier software development and SQL experience support effective collaboration with engineering and QA. Focuses on clear requirements, delivery visibility, reduced rework, and practical process improvements.

CORE CAPABILITIES

Business analysis: Requirements elicitation, process mapping, user stories, acceptance criteria, traceability, and UAT.

Agile delivery: Scrum, SAFe, PI Planning, team facilitation, coaching, and risk and dependency coordination.

Product ownership: Backlog prioritization, stakeholder alignment, customer feedback, roadmap execution, and release readiness.

PROFESSIONAL EXPERIENCE

Salt River Project via AP Professional

Senior Agile Business Analyst | September 2024 - December 2025

- Partnered with Product Owners and business and technology stakeholders to analyze needs and prepare actionable user stories, acceptance criteria, and delivery priorities.
- Used Azure DevOps to support backlog refinement, Sprint Planning, testing, UAT, defect resolution, and implementation readiness.
- Facilitated working sessions to clarify requirements, resolve issues and dependencies, and document sprint outcomes and improvement actions.

CSAA Insurance Group

Senior Scrum Master / Product Owner / Agile IT Analyst IV | June 2020 - September 2024

- Led Agile delivery across three distributed cross-functional teams while supporting work across seven value streams; mentored three Scrum Masters.
- Facilitated PI Planning, Sprint Planning, backlog refinement, Scrum of Scrums, reviews, and retrospectives to align priorities and coordinate dependencies.
- Prioritized backlogs and refined features, user stories, business rules, and acceptance criteria with product, engineering, QA, and business stakeholders.
- Used delivery dashboards, throughput, KPIs, Backlog Health Reports, and Dependency Trackers to communicate progress and guide improvements.
- Improved completion from approximately 30% to more than 100% of planned commitment within six months. Teams completed planned work and pulled in additional work before the sprint ended.
- Reduced backlog carryover to approximately 1% within seven months through disciplined refinement, coordination, and continuous improvement.
- Coordinated UAT, System Demos, release planning, CAB reviews, and deployment readiness with engineering, QA, security, and product teams.

PROFESSIONAL EXPERIENCE CONTINUED

Maricopa County Office of Enterprise Technology

Business Systems Analyst / Senior Application Specialist Consultant | May 2017 - June 2020

- Worked with stakeholders and the Accela vendor across four County divisions to elicit requirements, analyze processes, and support enterprise application implementation and enhancements.
- Translated business needs into workflows, business rules, configuration requirements, and technical documentation; facilitated sessions to resolve gaps and stakeholder concerns.
- Tracked vendor deliverables, reviewed estimates, validated functionality against requirements, and accepted or rejected delivered work.
- Coordinated testing, UAT, defects, implementation, and production support; investigated application, database, workflow, performance, and integration issues.

ADDITIONAL EXPERIENCE

Experis / American Airlines | Business Systems Analyst | March 2016 - April 2017: Developed requirements and Rally stories; coordinated business, QA, technical, and vendor stakeholders through testing and release readiness.

Experis / General Motors | Business Systems Analyst | October 2015 - February 2016: Developed functional and non-functional requirements, user stories, acceptance criteria, and test cases; supported regression testing and Agile delivery.

CGB Diversified Services | Business Analyst | October 2013 - September 2015: Supported insurance requirements, use cases, process flows, data mapping, and testing/UAT.

Springfield Clinic | Project Manager | February 2012 - October 2013: Led the technology initiative supporting the ICD-9 to ICD-10 conversion, coordinating business, clinical, technical, federal, and AMA stakeholders. Managed planning, requirements, testing, dependencies, and implementation readiness.

Earlier technical experience: State Farm / Avanade-Accenture and Horace Mann Insurance roles combined consulting, business analysis, software development, SQL, reporting, testing, and insurance technology delivery.

CERTIFICATIONS AND PROFESSIONAL DEVELOPMENT

Certified ScrumMaster (CSM) | Certified Scrum Product Owner (CSPO)

SAFe Scrum Master (SSM) - AI Empowered

SAFe Product Owner / Product Manager (POPM) - AI Empowered

SAFe Agilist (SA) - AI Empowered

SQL for Data Analysis

Project Management Standards and Practices

Ongoing learning to stay current with PMI standards and project management practices.

TOOLS AND DELIVERY ENVIRONMENTS

Jira, Jira Align, Azure DevOps, Confluence, ServiceNow, Visio, Microsoft Project, Excel, PowerPoint, SharePoint, Rally, and Microsoft SQL Server Management Studio. Scrum, SAFe, Kanban, and hybrid SDLC environments.

EDUCATION

Bachelor of Science - Southern Illinois University, Carbondale, IL

Associate in Applied Science - Southern Illinois University, Carbondale, IL

Associate in Applied Science - Robert Morris College, Springfield, IL