COOPER
STRATEGIC CONSULTING

Capability Statement

Cooper Strategic Consulting LLC

Cooper Strategic Consulting LLC helps organizations clarify business needs, strengthen Agile delivery, and move technology initiatives forward. Founder and Principal Consultant Alicia L. Cooper brings more than 10 years of relevant experience across insurance, public sector, healthcare, financial services, and utilities.

Core capabilities

Business analysis: Requirements elicitation, process mapping, gap analysis, user stories, acceptance criteria, and user acceptance testing (UAT) support.

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

Product delivery: Backlog refinement and prioritization, stakeholder alignment, UAT coordination, and release readiness.

Digital transformation: Current and future state analysis, workflow improvement, vendor coordination, documentation, and training.

Selected professional experience

Results from Alicia L. Cooper's prior professional roles.

CSAA Insurance Group: Led delivery across three cross-functional teams and supported work across seven value streams. Reduced backlog carryover to approximately 1% within seven months.

Maricopa County OET: Partnered with stakeholders and an enterprise application vendor across four divisions to clarify requirements, coordinate delivery, and validate functionality.

Differentiators

Combines business analysis, Agile facilitation, and product delivery with earlier software development and SQL experience. Brings experience with regulated environments, distributed teams, and Scrum, SAFe, Kanban, and hybrid delivery.

Certifications

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

Delivery tools Jira | Jira Align | Azure DevOps | Confluence | ServiceNow | Visio

Alicia L. Cooper | Founder and Principal Consultant

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Available for remote consulting engagements