Kyle Dallafior

Business Analyst - Designer
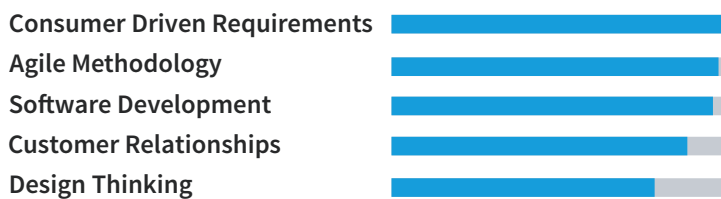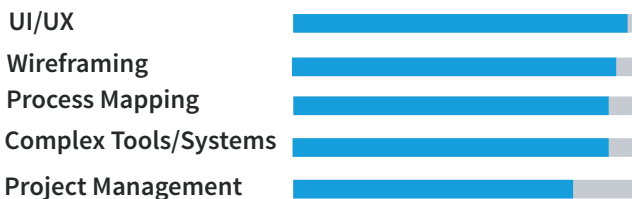
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Relevant Skills

- UI/UX
- Wireframing
- Process Mapping
- Complex Tools/Systems
- Project Management

- Consumer Driven Requirements
- Agile Methodology
- Software Development
- Customer Relationships
- Design Thinking

Relevant Experience

LifeSecure Insurance *2017 - Present*

UI/UX Designer & Senior Business Analyst

- Lead Design Thinking workshops and prototyping with an emphasis on consumer driven design.
- Manage user interface and user experience solutioning.
- Present comprehensive and cross functional demonstrations of products.
- Promote the adoption of remote collaboration tools while implementing the organization's remote work program.
- Collaborate with developers to produce technical solutions while considering systems architecture and design.

Business Analyst

- Tailored the Agile Methodology processes to better align with the information technology department's needs.
- Managed overall project requirements, quality assurance and development.
- Created and maintained system documentation and user guides.
- Facilitated multi-faceted meeting formats to produce results.
- Reviewed developer proposed code to consider the impacts on approved requirements and defect resolutions.

Project Manager

- Strategically streamlined practices and processes.
- Oversaw and refined the process for innovation development, design, and implementation.
- Prioritized engagements and activities throughout the project journey.
- Tracked and coordinated technical and business-related project tasks.

Bloom Health *2011 - 2014*

Business Analyst

- Designed consumer driven customer features.
- Managed partner relationships for the implementation of groups and white labeled solutions.
- Executed product planning and delivery through Agile Methodology.
- Customized the configuration of Salesforce Service Cloud.

Implementation Analyst

- Utilized JIRA boards to deliver customer implementations and coordinate cross departmental projects.
- Assessed customer needs, defined features and delivered innovative solutions.
- Streamlined the configuration, development and operational processes needed to support the enhancements.
- Gathered requirements to design product offerings while prioritizing functionality based on stakeholder needs.

Sales/Advisor Support Specialist

- Integrated HubSpot, Salesforce Sales Cloud and the corporate website.
- Crafted RFP responses for all areas of the company and maintained approved responses within a database for future RFPs.
- Established overall relationship with customers, while focusing on retention, process enhancements and satisfaction.

OnVisor *2016 - 2017*

Business Analyst

- Provided platform wireframes and workflow documentation for OnVisor UI/UX design.
- Created process mapping within OmniGraffle to communicate overall development plan.
- Responsible for requirements analysis, design and development phases of the software development life cycle.

Education

Arizona State University
School of Letters and Sciences

Bachelor of Science, Interdisciplinary Studies: Business, Music, Communications

New York Code and Design Academy

Full Stack / Web Development Program