

**Andrea L. Dunathan**  
Dunathan Consulting, LLC

P.O. Box 7121, Silver Spring, MD 20907-7121

240-429-7619 or [andrea@dunathanconsulting.com](mailto:andrea@dunathanconsulting.com)

Experienced senior business analyst with demonstrated expertise in translating business users' needs into clear software requirements and communicating these effectively to technical resources, management, and clients.

**Summary of Qualifications**

- Requirements elicitation. User research, facilitation, business process analysis, system analysis, and prototype testing to define solid requirements based on actual (as-is) or desired (to-be) business processes.
- Requirements documentation. Use cases, data models, and storyboarding to capture and convey desired system functionality to development team, testing team, users, and clients. Skilled in Visio modeling, SQL queries, Excel data analysis and forecasting, and Photoshop visual-design prototyping.
- Functional design. User interaction design, report design, and data transformation requirements and test strategies for user-friendly data-rich applications in supply chain, scientific, financial, and other domains.
- SDLC. Experienced in all aspects of SDLC for new applications and changes to existing applications, using both agile and waterfall approaches, for custom-built and COTS ERP, EDI, web, and desktop applications. Effective coordination with project manager, development and testing teams, users, and clients to ensure product meets user and client expectations.
- Client management. Strong client-management strategies to gain client confidence and solve both technical and nontechnical challenges for successful releases.

**Experience**

*2010*            **Facilitator** for an international public-sector reproductive health organization  
Three-day conference on pharmaceutical quality assurance held in Washington, DC

*2008- 2010*    **Senior Consultant/Team Lead** for the RHInterchange  
JSI Research & Training Institute, Inc., Washington, DC

Designed and implemented a variety of process, data, and tool improvements for a website that provides harmonized data on over \$1 billion of public-health commodity shipments to promote global coordination of health supplies donations among government agencies and nonprofits.

- Redesigned and tested a daily XML data feed to calculate actual quantities and costs for \$350 million in shipments to 130 countries, coordinating among staff in DC, New York, and Copenhagen.
- Redesigned the business process and Excel tool used by small procuring agencies to upload data, based on analysis of user and database requirements.
- Analyzed data quality issues using SQL and Excel; developed, implemented, and tested fixes for both historic and recurring issues.
- Coached RHI staff on data analysis techniques for projections and data quality improvements.
- Gathered administrative website user requirements for capturing and reporting data on site's registered users; coordinated implementation of database and UI changes and data migration.
- Led project to document all business processes and system design for an upcoming transition.

*2009*            **Senior Consultant** for Supply Chain Management System (SCMS)  
Partnership for Supply Chain Management (PFSCM), Washington, DC

- Prepared ten customized templates (SRS, SLA, etc.) for team's use in documenting system requirements and design for an MIS with ERP, web, and document-management components.

2007- 2008 **Senior Business Analyst/Project Manager** for the USAID | DELIVER PROJECT MIS  
John Snow Inc., Washington, DC

Successfully brought several delayed projects live under tight deadlines for a global supply chain ERP and its reporting website handling over \$120 million in shipments annually to over 50 countries on four continents.

- When the project lost its project manager two months before a major release date, formed a three-member management team to assess project status, develop strategies, and create detailed plans for final legacy data migration and MIS system testing, resulting in a successful on-time system launch.
- Took over management of a delayed EDI project and brought it live within four months, working with partnering organizations in DC, Virginia, and Kuwait.
- Helped implement best-practice SDLC processes for in-house and contracted software teams; presented new process models to State Department clients for buy-in and approval.
- Designed UI and functional behavior of web reports customized to ten different user groups; redesigned and tested over 20 transactional data-warehouse views to ensure accurate reports.

2006- 2007 **Software Design Consultant/High-Tech Anthropologist®**  
Menlo Innovations, Ann Arbor, MI

As a senior member of the design team at an Agile/XP software company, designed highly intuitive user interfaces for a wide variety of applications and customers, using best-practice user research, design, user testing, and client presentation techniques. Design projects included:

- Software to control a newly developed scientific instrument and analyze the data it generates.
- Web-based logging and reporting software to integrate features of two legacy systems for a global pharmaceutical company's information services division.
- GUI for a handheld truck engine diagnostic device.

2004- 2007 **Business Management Consultant** for various clients  
Dunathan Consulting, LLC, Ann Arbor, MI

Consulted with government, non-profit, and private-sector clients to design and implement software solutions and improve financial and performance management systems. Projects include the following:

- Troubleshoot integrated financial system (JDEdwards) to correct inaccurate reporting.
- Developed complex financial projection spreadsheets for monthly budget monitoring of 50 county agencies with individual budgets totaling over \$100 million.
- Created and conducted training on budgeting, budget monitoring, and grant oversight for government and nonprofit audiences.
- Analyzed a rural transit agency's manual data management system and recommended automation options to address reporting issues.

2000-2004 **Business Analyst, Strategic Planning & Budget**  
Washtenaw County, Michigan

- Served as chief strategic and budget analyst for ten County departments for both daily operations and special initiatives, such as biennial planning and budgeting, jail expansion, Head Start relocation, and health services partnerships.

## **Education / Skills**

B.A. *cum laude*, Harvard University (biology)

Formal education/training in Business Analysis, Information Design, Project Management  
Proficient in Visio, SQL queries, Microsoft Project, Photoshop, Excel, and Word.